

Feedback and Complaint Policy and Procedure

Purpose

The intent of the Feedback and Complaint Policy is to demonstrate Momentum's commitment to its participants, volunteers and visitors by providing the steps to be taken in the event a complaint is made about a staff member, volunteer or the organization by a member of the public.

Staff members use the process outlined in the Problem Resolution policy to resolve issues or incidents.

If an issue relates to illegal, fraudulent, or abusive actions within Momentum, the [Whistleblower policy](#) and procedure should be used by both the general public and Momentum staff members. The [Whistleblower policy](#) and [submission form](#) can be found on Momentum's website.

Scope

This policy and procedure applies to feedback and complaints received by Momentum about our activities, programs, services, staff or volunteers.

Guiding Principles

- Momentum is committed to serving our community, listening to concerns, and welcomes feedback regarding our services.
- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints is fair, impartial and respectful to all parties.
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Feedback is used to assist in improving services, policies and procedures.
- Complainants are encouraged to first attempt to resolve their issue one-on-one with the person at Momentum who oversees the function/program where the issue arose.
- Disrespectful communication and/or behaviour will not be tolerated throughout this process.

Definition

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Momentum as an organization or a staff member, volunteer or contractor acting on behalf of Momentum.

Types of Complaints

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Procedure

Complaint Receipt and Handling

A complaint may be made:

By phone: 403-272-9323 (or directly to a Momentum staff)

By mail: send mail to 2936 Radcliff Dr. SE

In person: at the Momentum offices

Online form: www.momentum.org/contact-us/complaints

General Phone/Mail/Form – Complaints received by phone (to the general Momentum phone line), mail, or through the online form will be sent to the Risk Management staff lead. The Risk Management staff lead will then pass along the complaint to the appropriate Momentum staff member.

Direct Complaint – If a staff member or volunteer receives a complaint directly, they will first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another staff member. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

Social Media/Online – Critical reviews or comments made by the public about Momentum through social media or online will be responded to by the Communications Coordinator. Only when a person decides to seek resolution by making a formal complaint with Momentum through the channels above will this policy apply.

Resolving an Issue

Escalation of complaints – When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Where a complaint cannot be easily resolved, it should be escalated to the relevant Manager first. If the Manager cannot resolve the complaint, it will be escalated to the Leadership Team Member or the Executive Director. If the complaint is about the Executive Director, it will be handled by the Chair of the Human Resources Committee.

Momentum may engage appropriate external supports for people making a complaint in order to acknowledge the unique perspective or background of the complainant. For example, an Indigenous elder or a mediator with a deep understanding of the complainant's cultural background may be engaged to facilitate resolution of a complaint.

Timeliness – Complaints received in writing should be acknowledged within 2 business days. Staff should attempt to resolve a complaint within 10 business days. If a complaint is escalated, it should be resolved within 10 additional business days, with the goal of resolving the issue within a month of it being presented.

Reporting Back – Complainants should be kept informed of the status of their complaint, so that all complaints are resolved within a month of having been received.

Documenting the Complaint

It is necessary to keep a record of all complaints.

General Phone/Mail/Form – Complaints made through the general Momentum phone line, through mail, or through the online form will be initially documented by the Staff Lead for Risk Management at Momentum on the Complaints Tracking Worksheet.

Direct – Complaints made directly through Momentum staff will be documented in the Complaints Tracking Worksheet by the staff person who first attempts to resolve the complaint.

The staff lead for Risk Management at Momentum will create a summary of the complaints received including number and type, and report this to the Momentum Board of Directors annually.