

United Way Halton & Hamilton  
**Board Policy - Governance**

**PUBLIC COMPLAINTS POLICY**

Adopted: 04/26/17

Approved: 10/25/17

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**PURPOSE**

To ensure that a process exists which allows for members of the public to express concerns to United Way with respect to the conduct of its staff and volunteers, and to ensure that such concerns are:

- handled in a timely and professional manner
- given appropriate attention
- addressed effectively and expeditiously

This policy refers to complaints of a more (potentially) serious nature. Administrative or operational complaints, such as transactional concerns, are assumed to be properly handled by the organization as a regular part of good day-to-day business practices.

**POLICY**

The United Way will fully, fairly, and transparently deal with complaints received from members of the public regarding its staff, volunteers, or operations in an expeditious fashion.

**PROCEDURE**

- All complaints will be logged.
- All complaints will be reviewed by the President and CEO and the Executive Team on a monthly basis.
- Complaints received by a Board Member will be submitted to the President and CEO for resolution.
- Complaints regarding the President and CEO will be submitted to the Board Chair for resolution.
- Instances of complaints regarding the Board will be directed to the Board Chair or Vice-Chair for resolution.

**Step One - Source of the initial complaint**

Any individual may contact the United Way office directly to set forth a complaint or concern with United Way staff members, volunteers, or operations. Such individuals should be requested to compile all relevant information in the Complaint Log including:

- supporting documents concerning the complaint
- the names of any employees that were involved
- an outline of the circumstances
- the expected remedy

United Way staff receiving this complaint will endeavor to resolve the matter directly with the complainant. In the event that the complaint is not addressed to the satisfaction of the complainant by a member of the United Way staff, staff will keep the Senior Director, Finance & Operations apprised of all complaints received.

**Step Two - Appeal to the President and CEO of United Way**

If the issue cannot be resolved under Step One, the Complainant may require that the issue be considered by the President and CEO, either by telephone, email or in person to the United Way office.

**Step Three - Appeal to the Board Chair of United Way**

If the issue cannot be resolved under Step Two, the Complainant may require that the issue be considered by the Board Chair who may:

1. Deem the complaint to be frivolous or vexatious or otherwise without merit and inform the complainant that no further action will be taken;
2. Elect to bring the matter before the Board with a recommended disposition; or

**Step Four - Mediation**

Upon the recommendation of the Board efforts to settle the unresolved issue may result in mediation. A mediator helps disputing parties work toward a mutually acceptable resolution by maintaining open communication in an effort to identify issues, interests and possible options.

**Additional Resources:****Contact for privacy complaints:**

The Senior Director, Finance & Operations is the United Way contact for privacy complaints.

Office of the Senior Director, Finance & Operations  
United Way Halton & Hamilton  
177 Rebecca Street, Hamilton, ON L8R 1B9  
Telephone: 905.527.4576 x247  
Fax: 905.527.5152  
[belsaadi@uwvh.ca](mailto:belsaadi@uwvh.ca)

If the person with the concern is still not satisfied, they may contact The Office of the Privacy Commissioner of Canada.

Office of the Privacy Commissioner of Canada — The Office of the Privacy Commissioner of Canada investigates complaints concerning the Personal Information Protection and Electronic Documents Act (PIPEDA). Complaints to the Office of the Privacy Commissioner must be submitted in writing.

The Privacy Commissioner of Canada  
112 Kent Street  
Ottawa, ON K1A 1H3

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For general privacy inquiries and additional information about personal information-handling practices, you can contact the Office of the Privacy Commissioner of Canada in any of the following ways:

Telephone: 613-995-8210  
Toll-free telephone: 1-800-282-1376  
Fax: 613-947-6850  
[www.privcom.gc.ca](http://www.privcom.gc.ca)

Regulatory bodies and other resources:

Government regulators provide alternative sources of consumer information and have offices that handle specific complaints. Depending on your issue, the federal government and the province of Ontario have their own regulatory bodies that can be contacted.