



## Policy and Procedures: **Complaint Policy**

File Category: Administration/Policy and Procedures

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Date policy amended: n/a

Resolution: CF29-2016

### **BACKGROUND AND PURPOSE:**

The Cascade Lower Canyon Community Forest (CLCCF) recognizes that from time to time there may be an external concern or complaint regarding the CLCCF operations, management, policies or information available. The CLCCF wishes to promote good relations with community residents and agencies with the intent being to effectively resolve or mitigate the complaint at the most appropriate level in a prompt manner. This policy provides guidelines regarding how complaints are to be received and handled.

### **COMPLAINT POLICY**

#### **1) Responsibility**

The General Manager will assume responsibility for the implementation and application of this policy or may designate another individual to act as the responsible person, who will be accountable for adherence to this policy.

#### **2) Philosophy**

The CLCCF believes that prompt and effective resolution of complaints is an essential component of the delivery of a high level of community service. The CLCCF believes that properly handled complaints not only can retain the community's interest but can also result in a stronger and more beneficial future relationship with the community. Complaint resolution can also be an opportunity to identify the community's wishes and needs, which could be considered in future CLCCF objectives and budgets.

The CLCCF believes that empowerment of management to resolve a complaint is an important component in the effective resolution of complaints.

The CLCCF believes that effective complaint resolution includes a fair assessment of the validity of the complaint and possible financial impact from the perspective of both the community and the CLCCF.

The CLCCF, as a separate corporate entity, is not subject to public requests for information under the BC Freedom of Information and Protection of Privacy Act. Having said that, the CLCCF is a community forest organization that believes much of its information should be reasonably transparent to the public. As such, the CLCCF will generally endeavor to provide information, as long as it believes this will not harm the interests of the CLCCF, its employees, Directors, volunteers, contractors or others requiring information protection as per the Freedom of Information and Protection of Privacy Act and Personal Information Protection Act intent. The final



decision on what information is released will be solely determined by the CLCCF.

### 3) General Policy

- a) Routine concerns should be dealt with by the most appropriate level of CLCCF staff.
- b) Unresolved complaints should be brought to the attention of the CLCCF General Manager.
- c) Complaints should be escalated in writing to the CLCCF Board of Directors, or a designated Director, under the following circumstances:
  - The complaint is of sufficient magnitude that the General Manager determines the escalation is advisable.
  - The complaint is regarding the CLCCF management and hasn't been resolved by management.
  - The complaint is regarding the CLCCF's policies or Board of Directors.
  - The community insists the matter be escalated to the Board of Directors.
  - The newsworthy nature of the complaint or inquiry requires the attention of the spokesperson for the CLCCF board. The board spokesperson for the CLCCF is the Chair, or designate, as per the CLCCF Corporate Policy.
- d) Complaints are not to be escalated in person to a Director, Chair or the Board of Directors. Written complaints are to be directed to the Board of Directors c/o the corporate office/address or the General Manager, not the Director's home address.

### 4) Complaint Follow-Up

Serious complaints should be followed up in writing to ensure that the matter has been addressed as fully as possible.

End of policy.