


# GOVERNANCE

	<b>Manual:</b>	Board of Directors		
	<b>Section:</b>	Operational	<b>Number:</b>	BRD F50
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	<b>Title:</b>	<b>Complaints Policy</b>		

The Canadian Mental Health Association, Ontario Division (CMHAO) is committed to providing our stakeholders, including donors, employees, members, the general public and government with a high level of service in conjunction with carrying out our mandate. The purpose of the complaints policy is to create a transparent and fair method of responding to public complaints. This policy applies to complaints received by the CMHAO about our activities, programs, policies, staff or volunteers.

## GUIDING PRINCIPLES

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 have the right to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome. CMHAO uses complaints to assist in improving services, policies and procedures.

## TYPES OF COMPLAINTS

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

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Perceived failure to observe policy or procedures;
- Concern that an error was made by staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer

## COMPLAINTS PROCEDURE: HOW TO REPORT A COMPLAINT:

Any matters involving a branch of CMHA across Ontario will be referred to the branch for resolution.

A complaint may be received verbally or in writing.

- **By phone:** Please call our provincial office at 416-977-5580 or our toll free number 1-800-875-6213
- **By email:** Please send your email to [info@ontario.cmha.ca](mailto:info@ontario.cmha.ca)
- **By mail:** CMHA, Ontario Division  
180 Dundas Street West, Suite 2301  
Toronto, ON M5G 1Z8

#### HOW YOUR CLAIM WILL BE DEALT WITH

Generally, complaints are received through reception we will forward inquiries to appropriate departments. Departments will either respond by sending a formal letter, email, or telephone the individual. Where a complaint cannot be easily resolved, it will be escalated to the CEO. Complaints about the CEO, Board members and Board Policy will be directed to the Chair, Governance Committee.

**Timeliness:** A complainant will receive contact from the appropriate person within the organization within 3 business days even if an appropriate solution to the problem requires additional time.

**Reporting Back:** If the issue cannot be resolved right away, the appropriate department will respond as soon as the matter has been reviewed. All concerned parties will be advised of the results of the review.

**Confidentiality:** Complaints are kept confidential when received. However, complaints that go forward will require that if an individual is the subject of the complaint that that person and other persons involved must be advised in order to fully and fairly review the complaint.

**Documentation:** CMHAO will maintain a record of received complaints including an update of progress and final outcomes. A summary of the complaints received, including the number, type and status of complaints will be reported to the CMHAO Board of Directors quarterly.