



**MYELOMA
CANADA**
MAKING MYELOMA MATTER

Title :	Complaints Policy and Procedure		
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MC-GOV: Third-Party Complaints Policy and Procedure

1. Purpose

This Complaints Policy and Procedure applies to complaints received by Myeloma Canada from external or third-party sources, regarding our activities, programs, services, staff, or volunteers. This policy does not apply to complaints from staff, contracted employees, or volunteers. This policy is superseded by any policies that relate to complaints or HR concerns of volunteers or staff.

2. Definitions

Complaint: A complaint is an expression of dissatisfaction received from an individual or group external to Myeloma Canada about the service, actions, or lack of action by Myeloma Canada as an organization or a staff member or volunteer acting on behalf of Myeloma Canada.

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 a staff member/volunteer.

Anyone personally affected can complain and their complaint will be reviewed in accordance with the procedures outlined in this document.

3. 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 are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with their treatment or outcome.
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes.

- Complaints are used to assist in improving services, policies, and procedures.

4. Complaint receipt and handling

A complaint may be received verbally (by phone, in person, virtual conference or virtual message) or in writing (by mail, fax, email, social media, etc.). An employee or volunteer who receives a complaint should 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 they have 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. If a timeframe for action can be determined, this should be included in the acknowledgement. The complainant's basic contact information including name, phone number and email address should immediately be recorded and provided to the person who will be addressing the complaint if it is not the person to whom the initial complaint was made.

5. Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and if possible, attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the appropriate Myeloma Canada Manager or Director. If the Manager or Director cannot resolve the complaint, it will then be escalated to Myeloma Canada's Executive Director. Ultimately, the Executive Director is responsible for the handling and resolution of complaints. If the complaint is about the Executive Director, it will be escalated to the Myeloma Canada's Board of Directors' Chair. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days of the date of escalation so that all complaints are resolved within a month of having been received.

6. Documenting the complaint

It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints must be recorded on the Complaints Tracking worksheet. Information recorded on the worksheet include the complainant's name and basic contact information, a brief description of the complaint, who handled it (including if it was escalated or

dealt with by the original contact), what was done to resolve the complaint, timeframe for resolution, and a description of the resolution.

A summary of the complaints received including number and type will be reviewed by staff and reported to the Myeloma Canada Board of Directors annually.