



**PP-29: COMPLAINTS**

<p><i>POLICY TYPE: PERSONNEL POLICY</i>  <i>POLICY TITLE: COMPLAINTS</i>  <i>POLICY REFERENCE NUMBER: PP-29</i></p>		
		<p>Adopted                  Next Scheduled Revision                  Previous Revisions</p>
Position	Signature	Date
Chief Executive Officer		Dec 2 / 16

**Policy**

The Simon Fraser Student Society will respond to all complaints made by members or the general public regarding services, staff or our policies or practices.

We will:

- be respectful of the complainant and communicate in a respectful manner,
- gather pertinent information,
- document their actions and information gathered,
- behave in an ethical, honest and fair manner, and
- advise the complainant as to the outcome of their complaint.

The complainant will:

- be respectful of agency staff and volunteers, and communicate in a respectful manner, and
- behave in an ethical, honest and fair manner.

**Procedure**

1. All recipients of SFSS services will be informed of their right to bring forward complaints regarding services they have received or SFSS policies or practices, and will be assured of a no-reprisal policy and practice regarding making a complaint. They will be informed of our procedure for reviewing all complaints, through posted notices in our offices.

2. All complaints shall be documented and investigated by the appropriate Coordinator. SFSS will respond to the complainant within five working days and inform them of the investigation process. Complainants will be informed of the outcomes resulting from their complaint.
3. If the complainant requires assistance or support to make their complaint, SFSS will either provide an advocate or refer the person to another agency that can provide an advocate.
4. The complaint, complainant, process of investigation, and any outcomes shall be recorded on a standardized form and submitted to the CEO. The CEO will ensure that there is an annual summary and analyses of complains, including a summary of resulting policy and practice changes. This report will be shared with SFSS leadership (staff and Board).
5. Complaints alleging negligence or abuse shall be brought to the immediate attention of the CEO.