

## **SIMON FRASER STUDENT SOCIETY (SFSS): COMPLAINTS POLICY**

### **Policy**

The SFSS 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 actions taken 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;
- behave in an ethical, honest and fair manner.

### **Procedure**

1. All members 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 complaints procedure through posted notices in our offices.
2. Complaints shall be documented and investigated by the appropriate Coordinator. If the complaint is serious in nature, or involves a Coordinator, it will be forwarded to the CEO. Coordinators shall inform the CEO once a complaint has been received and will continue to provide updates to the CEO as the investigation is implemented. SFSS will respond to the complainant within five working days and inform them of the results of the investigation process. If the complainant requires assistance or support to make their complaint, SFSS will either provide an advocate.
3. The complaint, complainant, process of investigation, and any outcomes shall be recorded on a standardized form and submitted to the CEO.

Complaints may be submitted electronically at [bit.ly/SFSSFeedback](https://bit.ly/SFSSFeedback).