Centre for Land Conservation
Centre pour la conservation des terres

Approval Date: January 21, 2025
Approved by: Board of Directors
Renewal Date: January 21, 2028

COMPLAINTS POLICY

PURPOSE

This policy establishes a fair and transparent process for handling complaints received by CLC. It ensures that complaints about our activities, programs, services, staff, or volunteers are addressed in a consistent, timely, and appropriate manner while identifying opportunities for organizational improvement.

DEFINITIONS

Staff: For the purposes of this policy, "staff" includes all employees, contractors, and anyone performing work on behalf of CLC.

POLICY

Guiding Principles

Our organization is committed to handling all complaints promptly and resolving them as quickly as possible through a fair, impartial, and respectful review process. We provide clear explanations for all decisions and keep complainants informed throughout the review process. All complaint data is analyzed and used to improve our services, policies, and procedures.

Complaint Submission and Registration

All complaints must be documented using the standardized CLC Complaint Registration Form, regardless of how they are received (verbally or in writing). The form captures:

- Complainant contact information
- Date received
- Nature of complaint
- Staff member receiving complaint
- Desired resolution

The Executive Director receives automatic notification when new complaints are registered.

Documentation Requirements

All complaints, regardless of complexity or resolution timeframe, must be documented using the standardized process. A complete record must be kept including:

- Initial complaint details from registration form
- All communication with complainant
- Internal discussion and investigation notes
- Resolution attempts and outcomes
- Final resolution and date
- Follow-up actions or improvements identified

The Executive Director reviews all complaint documentation to ensure completeness and identify trends.

Resolution Timeframes

The organization follows specific timeframes to ensure timely complaint resolution. Written complaints must be acknowledged within 2 business days of receipt. Staff will attempt initial resolution within 10 business days. For escalated complaints, an additional 10 business days may be required. The overall target for complete resolution is 30 days from initial receipt.

Documentation Requirements

The organization maintains detailed records of complaints in specific circumstances. Documentation is required for all complaints that involve monetary disputes, cannot be resolved immediately (same day), or require escalation beyond initial staff contact. Records must include the nature of the complaint, handling staff member, resolution attempts, timeline, and final outcome.

Reporting

The Executive Director will prepare an annual summary of complaints for the Board of Directors, including analysis of number, type, and resolution patterns to inform organizational improvement.

ROLES AND RESPONSIBILITIES

All Staff and Volunteers

All staff and volunteers must receive and acknowledge complaints in a professional manner. They are responsible for recording basic contact information, attempting resolution within their

authority, and transferring unresolved complaints to the appropriate person. Confidentiality must be maintained throughout the process.

Executive Director

The Executive Director handles escalated complaints. The Executive Director oversees the implementation and effectiveness of this policy.

Board Chair

The Board Chair is responsible for handling complaints about the Executive Director and reviewing annual complaint summaries. They ensure the overall effectiveness of the complaint handling process and policy.

REFERENCES

This policy has been adapted from Imagine Canada's Complaints Policy and Procedure (2022).