



# YMCA of Brockville and Area Complaints Policy

YMCA of Brockville and Area is committed to high standards of conduct and to continuous improvement. We strive to resolve complaints in a timely, fair and respectful manner.

We recognize that from time to time there may be concerns or complaints from our public stakeholders. We view these complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organization that has made the complaint.

## Sending Complaints to the YMCA

Written complaints may be mailed to YMCA of Brockville and Area at 345 Park Street, Brockville, Ontario K6V 5Y7 or sent by email to [yba.ymca@brockville.ymca.ca](mailto:yba.ymca@brockville.ymca.ca). The YMCA of Brockville and Area will acknowledge the receipt of a written complaint within two (2) business days.

Verbal complaints may be made by phone to 613 342 7961 or in-person at YMCA of Brockville and Area, 345 Park Street, Brockville, Ontario M4S 1Y5. The YMCA of Brockville and Area will acknowledge that the complaint has been received and gather basic contact information including the complainant's name, phone number and email address for follow-up purposes.

The YMCA of Brockville and Area staff who initially receives the complaint will determine the appropriate person to handle the complaint. This is generally the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem.

## Resolving Complaints

Every effort is made to resolve complaints quickly. When receiving a verbal complaint, staff are expected to listen and to seek to understand the complaint. Within five (5) business days, appropriate steps for resolving the complaint are to be determined and implemented, taking into account any suggestion towards resolution received from the complainant.

Where a complaint cannot be easily resolved, it will be escalated to the relevant member of the Senior Leadership Team. If this person cannot resolve the complaint, it will be escalated to the CEO of YMCA of Brockville and Area. If the complaint is about the CEO, it will be handled by the Chair of the Board.

Complainants will be kept informed of the status of their complaint.

## Documenting complaints

Complaints are recorded on a complaints tracking worksheet that is maintained by YMCA of Brockville and Area's Relationship Director. Information recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and a description of the resolution. A summary of the complaints received including number and type is reported annually to YMCA of Brockville and Area's Board of Directors.

## Learning from complaints

The Director, Relationship Development for the YMCA of Brockville and Area reviews the complaints tracking worksheet regularly to identify any trends which may indicate a need to take further action.