

Tourette Canada

MANUAL: Human Resources
SECTION: Introduction
POLICY: COMPLAINTS

Number: HR2

POLICY:

Tourette Canada will handle complaints respectfully and in a timely manner. This policy and procedure applies to complaints received by Tourette Canada about our activities, programs, services, staff & volunteers.

GUIDING PRINCIPLES:

Tourette Canada will carry out its mission and work toward its objectives with integrity, professionalism, mutual respect, compassion and responsiveness.

- In the interest of all parties complaints will be dealt with promptly and resolved as quickly as possible,
- Complainants will be advised of their options including to escalate to a more senior staff person if they are dissatisfied with treatment or outcome,
- Complainants will be provided clear and understandable reason for decisions relating to complaints,
- Updates will be provided to complainants during the review process.

DEFINITION:

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Tourette Canada as an organization or a staff member or volunteer acting on behalf of Tourette Canada.

Examples (not limited to)

- perceived failure to do something agreed upon,
- failure to observe policy or procedure,
- error made by a staff member/volunteer or
- unfair or discourteous actions/statements by staff members or volunteers.

PROCEDURE:

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should determine the proper person to handle it and ensure the Executive Director is made aware of the complaint.

If the complaint cannot be resolved at the staff level it will be escalated to the Executive Director and if it cannot be resolved at this level it will be escalated to the President, Board of Directors.

RESOLVING THE COMPLAINT:

Every effort will be made to resolve complaints received in a timely fashion, however, the time period will be dependent upon the extent of investigation required.

MISSION:

Tourette Canadas mission is creating awareness and understanding of Tourette Syndrome through education, advocacy, support and the promotion of research.

VISION:

An empowered Tourette community in an inclusive Canada.