

Decoda Literacy Solutions

Complaint Policy

PURPOSE

The purpose of this policy is to provide external stakeholders an opportunity to register complaints about Decoda Literacy Solutions and have those complaints reviewed and responded to in a timely manner.

In this policy, we define a complaint as an expression of dissatisfaction about the service, actions, or lack of action by Decoda Literacy Solutions as an organization or staff member or volunteer acting on behalf of Decoda.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

SCOPE

This policy applies to complaints received by Decoda regarding our activities, programs, services, staff and volunteers.

APPLICATION

Receiving a complaint

A complaint may be received verbally

- by phone at 604-681-4199
- in person at Suite 980 – 1125 Howe Street, Vancouver, BC

or in writing

- by mail at Suite 980 – 1125 Howe Street, Vancouver, BC, V6Z 2K8
- by fax at 604-681-3006
- by email at info@decoda.ca

Our Office Assistant will receive the complaint and determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. Our Office Assistant will make every effort to resolve the complaint immediately or transfer it to another person who can resolve it. If the complaint is transferred, the recipient will acknowledge to the Office Assistant that he/she has received it and will act on it.

When the Office Assistant initially receives the complaint he/she will acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. A timeframe for action will be determined, and included in the acknowledgement. Basic contact information including name, phone number and email address will be immediately recorded by the Office Assistant in a Complaint tracking log.

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Resolving the Complaint

Complaints received by Decoda will be resolved in a timely fashion. When receiving a verbal complaint, staff will listen and seek to understand the complaint, and attempt to resolve it immediately. Complaints received in writing will be acknowledged within 2 business days and staff will attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it will be escalated to the relevant Director of the appropriate functional area of Decoda. If the Director cannot resolve the complaint, it will be escalated to the CEO. If the complaint is about the CEO, it will be handled by the Chair of the Decoda Board Governance & HR Committee. Complainants will be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

Documenting the Complaint

All complaints are tracked by Decoda. Information recorded on the internal Complaint tracking log includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

CONTINUOUS IMPROVEMENT

This process provides an opportunity for Decoda staff to use feedback to make improvements and enhancements to the delivery of our programs and services to our external stakeholders.

A summary of the complaints received including number and type will be reported to our Board of Directors on an annual basis.