

PLAN INTERNATIONAL CANADA INC.

COMPLAINTS POLICY

Approved by the Board of Directors of Plan International Canada Inc. on October 19, 2011

Title: External Stakeholder Complaint Policy

Policy: Donors and Stakeholders have the right to express opinions about the programs and policies of Plan Canada, or to complain about situations in which they believe Plan Canada has not acted in line with its Mission and Values and/or they have received poor service.

Plan Canada is dedicated to ensuring that all complaints are resolved in a confidential and timely fashion.

Plan Canada is responsible for the following:

1. To ensure staff, volunteers, donors & stakeholders are aware of The Plan Canada Complaints Policy and that the policy is made available to staff, volunteers, donors and stakeholders.
2. To ensure that the confidentiality of Complaints Proceedings are maintained.
3. To ensure that staff or volunteers of Plan Canada involved in a complaints procedure declare any perceived or real conflict of interest and prior knowledge of the complaint and be prepared to refrain from participating in the resolution procedures, as required.
4. To make a final decision toward the resolution of the complaint.
5. To inform the complainant and the respondent about the final decision toward resolution of the complaint within the specified time period.
6. To ensure that all written records of the complaint are filed in a secure manner.

COMPLAINT RESOLUTION PROCEDURES:

1. Confidentiality will be respected at all times.
2. All staff and volunteers are responsible to have working knowledge of the complaint policy and to co-operate with the processing of complaints.
3. The complaint will be directed to the appropriate Manager to begin the complaints procedure. If the nature of the complaint warrants, the office of the Chief Executive Officer will contact the complainant. The initial response to the complaint should occur as soon as possible and will be acknowledged in a maximum of three working days from receiving the complaint. Every effort will be made to review and respond to a complaint within 10 days.
4. Once all the details of the complaint are received from the complainant, including the complainant's suggested resolution, the Manager will inform any respondent (staff or volunteer member being complained about) that a complaint has been received.
5. Appropriate steps for resolving the complaint will be determined and implemented by the Manager, taking into account any suggestions toward resolution received from the complainant and any respondent.

6. The final decision concerning the resolution of a complaint will be discussed with the complainant and any respondent. If requested by either party, a written report of the decision, along with reasons, will be given to the complainant and any respondent.

7. The file, with all documentation, will be given to the relevant Vice President, who will review the file for completeness.

8. In order to close the file, the Manager and the Vice President must provide their signatures. A complaint which has been raised to the Chief Executive Officer will require this signature to close the file. Once all signatures have been obtained, the file will be closed and stored in a secure location.

9. A summary report, for information only, of all escalated complaints will be included in the quarterly CEO Report to the board of directors. The decision reached by the Manager, Vice President, Chief Executive Officer or Board of Directors, insofar as it concerns The Plan Canada Complaints Policy, will be binding.

Additional resources:

Imagine Canada - Toronto
65 St Clair Avenue East, Suite 700
Toronto, Ontario
M4T 2Y3

Hours of operation: 9 AM to 5 PM EST

Telephone: 416-597-2293

Toll free: 1-800-263-1178

Fax: 416-597-2294

Email: info@imaginecanada.ca

Related Policies:

Conflict of Interest policy