

# Complaint Handling Policy

**girls  
inc.**

of Northern Alberta

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Girls Incorporated of Northern Alberta®  
Unit #21B, 10019 MacDonald Ave.  
Fort McMurray, Alberta, T9H 1S9  
Tel: (780) 790-9236 Fax: (780)743-8856  
[www.girlsincofnorthernalberta.org](http://www.girlsincofnorthernalberta.org)

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## **Girls Incorporated of Northern Alberta**

### **Complaint Handling Policy**

This document describes the Complaint Handling Policy of Girls Inc. of Northern Alberta, ( hereinafter Girl Inc) which has been implemented to ensure compliance with the laws and regulations relating to complaint handling.

#### **Application**

This policy applies to all employees, officers, directors, representatives and advisors to the Society.

#### **Control Objective**

This policy's objective is to minimize damage to our reputation and reduce the risk of litigation by handling complaints from our clients or the general public in a timely, effective and consistent manner.

#### **Person Responsible**

The Executive Director of Girls Inc. is hereby designated as responsible for the application of this policy, and to review this policy on a regular basis to ensure that it continue to comply with laws, regulation, guidelines and best practices. The Executive Director is also responsible to communicate the Society's policy to all employees, officers, directors, representatives and advisors of the Society.

#### **Definitions**

A complaint shall be deemed to mean any written statement of a client or any person acting on behalf of a client or member of the general public alleging a grievance involving the conduct, business or affairs of the Society or an employee, representative, officer, director or advisor of the Society.

Although the definition of 'complaint' refers to only written complaints, there may be instances where the Society receives a verbal complaint from a client or member of the general public which will warrant the same treatment as a written complaint. Such situations depend upon the nature and severity of the allegations and require the professional judgment of the individual who received the complaint.

A complaint should include at least one of the three following elements.

- Complaint about the Society
- Potential damages or damages suffered by the client or general public; or request of corrective measures
- For greater certainly, errors the Society accepted to correct are not considered as complaints unless repetition or recurrence causes grievance to client or member of the general public
- A complaint Log is database to track key elements of the complaint process and category in order to identify potential trends or concerns and to produce reports

#### **Requirements**

It is the policy of the Society to:

- Handle complaints from clients or members of the general public in a timely, effective, fair and consistent manner.