



**CAYR**  
COMMUNITY CONNECTIONS  
People Supporting People



Harm  
Reduction



HIV/  
AIDS



Rainbow  
Space



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## COMPLAINTS POLICY & PROCEDURE

*Approved: March 30, 2016; Revised: June 14, 2018*

### POLICY

Service users, donors and other community members have the right to express their concerns and complaints about any aspect of the services and programs offered by CAYR COMMUNITY CONNECTIONS

(CAYR). CAYR shall provide and make accessible a process to encourage the resolution of complaints relating to the rights of service users and community members. All complainants will receive a respectful and timely response in keeping with the procedure outlined below. When possible, the response will indicate any changes that will occur or reason(s) why changes cannot occur following the complaint process. The complaints process is confidential and no complainants shall be penalized or have their access to services affected.

### PROCEDURE

We encourage a complainant to first attempt to address and settle any issue(s) through discussion with the

CAYR staff person/volunteer whom you have grievance with. If you do not prefer to discuss the issue with the concerned staff/volunteer or are not satisfied with the response, please lodge a formal complaint.

### COMPLAINTS ABOUT STAFF/VOLUNTEER

- 1) Please direct your formal complaint to the Executive Director (in writing, by phone/email, or in person).

**Mail:** Attn: Executive Director (marked "confidential" on the envelope)  
CAYR COMMUNITY CONNECTIONS  
17665 Leslie Street, Unit 12  
Newmarket, ON L3Y 3E3

**Phone:** 905-884-0613

**Email:** [edirector@cayrcc.org](mailto:edirector@cayrcc.org)

- 2) The Executive Director will review the complaint, complete an investigation, and provide written response to the complainant within eight weeks. If more than eight weeks are required to complete the investigation, the Executive Director will provide the complainant with a written explanation about the delay.

17665 Leslie Street, Unit 12, Newmarket, ON L3Y 3E3

T: 905-884-0613

F: 905-884-7215

Toll free: 1-800-243-7717

Charitable Registration No.: 890484769RR0001

E: [info@cayrcc.org](mailto:info@cayrcc.org)

W: [www.cayrcc.org](http://www.cayrcc.org)

  /cayrcommunityconnections

 /cayrcc

- 3) The Executive Director will assess the gravity of the complaint and may consider putting any staff member named in the complaint on a paid leave until the review is completed. If the complaint is about a volunteer, they may be asked to not be active within the agency until the review is completed.
- 4) A response to a complaint deemed unsatisfactory should then be directed to the Executive Committee of the Board of Directors within four weeks of receiving the Executive Director's written response.
- 5) The Executive Committee will call for a meeting to review the complaint and provide a written response to the complainant within six weeks of the meeting.
- 6) The decision of the Executive Committee of the Board of Directors shall be final.

#### **COMPLAINTS ABOUT EXECUTIVE DIRECTOR**

- 1) Please direct your formal complaint (in writing or by phone/email) to the Executive Committee of the Board of Directors.

**Mail:** Attn: Executive Committee/Board of Directors (envelope marked "confidential")

CAYR COMMUNITY CONNECTIONS  
17665 Leslie Street, Unit 12  
Newmarket, ON L3Y 3E3

**Email:** [boardexec@cayrcc.org](mailto:boardexec@cayrcc.org)

- 2) The Executive Committee will call for a meeting to review the complaint and provide a written response to the complainant within six weeks of the meeting.
- 3) The Executive Committee will assess the gravity of the complaint and may consider putting the Executive Director on a paid leave until the review is completed.
- 4) The decision of the Executive Committee of the Board of Directors shall be final.

#### **COMPLAINTS ABOUT BOARD MEMBER(S)**

- 1) Please direct your formal complaint (in writing or by phone/email) to the Executive Committee of the Board of Directors

**Mail:** Attn: Executive Committee/Board of Directors (envelope marked "confidential")

CAYR COMMUNITY CONNECTIONS  
17665 Leslie Street, Unit 12  
Newmarket, ON L3Y 3E3

**Email:** [boardexec@cayrcc.org](mailto:boardexec@cayrcc.org)

- 2) The Executive Committee of the Board of Directors will call for a meeting to review the complaint and provide a written response to the complainant within six weeks of the meeting.
- 3) If the complaint concerns a member of the Executive Committee, that member shall remove himself/herself from the Committee while an investigation and response is pending.
- 4) The decision of the Executive Committee of the Board of Directors shall be final.

**PLEASE NOTE:**

- All complaints are required to be documented and formalized in writing with a signature using the Complaint Form\* before the review process is initiated. A CAYR representative hearing the complaint will assist the complainant with filling out the form if necessary.
- The staff person/volunteer about whom the complaint is being made will receive a copy of the signed Complaint Form.
- Complaints should be formalized in a timely manner within a maximum of three months from the reason to lodge a complaint. This will allow for a careful review of the facts. Complaints made about an event that occurred over three months preceding the initial report will still be reviewed, but may not lead to as thorough a review due to the passage of time.
- Any CAYR representative responding to a formal complaint will do so in writing.
- Information about this policy and copies of the complaint forms will be widely accessible through CAYR staff and made available for download on the CAYR website.
- All information concerning a complaint is confidential. Only parties involved in resolving the complaint should have information about the complaint. Documentation will be filed in the Executive Director's office, not in Complainants files. If a complaint involves the Executive Director or a Board member then the documentation will be held by the Board of Directors.
- No complainants shall be penalized or have their access to services affected. If a service user prefers to not access services at CAYR after lodging a complaint, the agency will help provide a referral to another organization or program that meets the service user's needs.

*\*Attachment: Complaint Form*



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**COMPLAINT FORM**

CAYR is committed to providing high quality programs and services to meet your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Reason for Complaint:** *(You may attach a printed letter to this form to provide us with more details)*

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**Complainant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Executive Director Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Board Executive Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**NOTE:** *All complaints are required to be documented and formalized in writing with a signature before the formal review process is initiated.*