



Policy #: 0007
Developed: January 2019
Revised: December 10, 2020
Effective Date: January 18, 2021

COMPLAINTS POLICY

Purpose:

LLNB's goal is to meet and exceed the expectations of all our stakeholders, including our clients, donors, supporters and volunteers. However, if we fail to meet their expectations, we want to ensure that we receive complaints so that we may deal with the situation as quickly as possible and put steps in place to prevent any recurrences.

Scope:

Board members, staff, contractors, and volunteers

Responsible Party:

Executive Director, LLNB and President, LLNB Board

Related Documents:

LLNB Confidentiality and Privacy Policy, and LLNB Respectful Workplace Policy

POLICY

LLNB strives to provide multiple ways in which all stakeholders, including the public, can contact us with feedback or concerns.

Methods of Communication:

1. Via Telephone: 1-877-633-8899. If a person is not reached during these hours a caller may leave a message and a contact number and we will make every effort to return their call within the next business day.
2. Via Email: info@llnb.ca
3. Via Mail: Laubach Literacy NB, 347 Mountain Road, Moncton, E1C 2M7

LLNB aims to:

1. Work diligently to resolve issues, correct errors and address concerns.
2. Always treat complainants with courtesy and respect, listen to what they say, keep them informed about progress in addressing the complaint, and finally provide them with a response.

From time to time, LLNB may receive complaints that do not directly relate to a matter for which LLNB is responsible. As a charity with limited resources, we must be diligent and use these

resources in the best way possible, and so there may be rare occasions when we choose not to respond to a complaint. These include:

1. When a complaint is about something to which LLNB has no direct connection, we may choose to reply to clarify this; however, we are not obliged to do so.
2. When someone unreasonably pursues a complaint to which LLNB has already responded, we may choose not to respond to the complaint again, but we will always inform them of that decision.
3. When a complainant is being obviously abusive, prejudiced or offensive in any manner.
4. When a complainant is harassing a staff member.
5. When a complaint is illegible or unintelligible.
6. When a complaint has clearly been sent to us and numerous other organizations, as part of a bulk mailing or email. In this instance, we would determine whether or not a reply is necessary.
7. Although LLNB cannot respond to complaints made anonymously such complaints will be investigated and the information will be used to support improvements.

When addressing grievances or complaints, LLNB will adhere to the following standards:

1. The Complainant will receive an acknowledgment of their complaint within three (3) business days of receipt.
2. Complaints will be responded to within ten (10) business days.

PROCEDURE

Complaints

1. In the case of all complaints:
 - a. the Executive Director will forward the complaint to the LLNB Board Executive immediately upon receipt and the date received will be stamped/noted on the correspondence; and
 - b. the Board Executive will review the complaint with the LLNB Executive Director within three (3) days of receiving the complaint and provide input into an appropriate response (resolution/advancement).
2. Depending on the scope of the issue or associated risk outlined in the complaint (i.e. sexual harassment/fraudulent activity, *etc.*), the LLNB Board will be advised.
3. An acknowledgment to the complainant will be sent within three (3) business days.
4. A formal response, if not covered in the acknowledgement, will be sent within ten (10) business days.
5. Once annually, the Executive Director will report to the Board on the number, type and disposition of complaints received from stakeholders.