

## COMPLAINTS POLICY

### OUR COMMITMENT

Cystic Fibrosis Canada (CF Canada) adheres to the highest standards of quality, transparency and accountability. We are committed to providing our stakeholders with a high level of service in the act of carrying out our mission. We value and welcome feedback that contributes to the ongoing improvement of our services and operations.

### Definition

Cystic Fibrosis Canada (CF Canada) defines a complaint as an expression of dissatisfaction or frustration pertaining to service quality, responsiveness, policies and procedures or any action/lack of action by the organization and its employees, officers, directors and volunteers as representatives of CF Canada. Complaints may come from anyone who is not a CF Canada employee, officer or director and who interacts with CF Canada in any capacity.

### Policy Objective

This policy provides an avenue for external individuals to communicate with CF Canada if they wish to register a complaint. This policy is intended to ensure that complaints raised by any of our stakeholders are heard, investigated, documented and resolved in a timely, consistent and professional manner.

### Policy Application

This policy applies to complaints received at all levels and locations of CF Canada.

### Reporting

A Complaints Report will be submitted quarterly to the Board of Directors of CF Canada. The report shall include at a minimum, the number of complaints in the reporting period, the type and nature of the complaints received, and status of the complaints.

### Related Policy

Other policy that complements and supports this policy direction includes CF Canada's Privacy Policy.

### Policy Details

#### Registering a Complaint

Cystic Fibrosis Canada has a two-step complaints resolution process:

#### 1. Sharing a concern

Many issues can be resolved easily and quickly by speaking with a CF Canada employee. When an issue is raised to anyone in the organization, the concern will be handled in accordance with this policy.

Cystic Fibrosis Canada can be reached by calling us at 1-800-378-2233 or by emailing [info@cysticfibrosis.ca](mailto:info@cysticfibrosis.ca).

Concerns can include but are not limited to:

- Errors made by an employee/volunteer
- Quality of service delivery
- Content and application of policies and procedures
- Unfair or discourteous actions/statements by employee/volunteer
- Perceived failure to do something agreed upon.

### **a) Receiving a concern**

All concerns will be formally documented at time of receipt and directed to the most appropriate employee for resolution. It is the responsibility of the employee who is first notified of a concern to either resolve it or transfer it to the appropriate employee for resolution.

### **b) Responding to a concern**

The employee who receives a concern in writing or via voicemail shall respond to the concerned party within 2 business days. This acknowledgement will identify the steps that have been or will be taken to address the concern, and the name and contact information for the person tasked with resolution.

The employee designated to resolve the concern will respond within 5 business days of the original receipt, outlining the resolution envisaged and any next steps. In the event that this timeline cannot be met, the concerned party will be notified in writing within 5 business days of the concern being received.

### **c) Resolving a concern**

Once a concern is resolved, the concerned party shall receive a verbal or written notification of the resolution and any action taken as a result of the concern.

Where a concern cannot be easily resolved, or resolved within the timeframe laid out above, it will be escalated to the next level of management. At this point, concerns may also be escalated to a complaint either at the request of the concerned party or employee, as per the second step of this policy below.

All communications with the concerned party will be formally documented for future reference.

## **2. Escalating to a complaint**

If a concern is not satisfactorily resolved, or if a member of the public wishes to make a formal complaint, they may do so in writing [info@cysticfibrosis.ca](mailto:info@cysticfibrosis.ca) marked Confidential Attn. President & CEO, or by mail to:

Cystic Fibrosis Canada  
Attention: President & Chief Executive Officer  
2323 Yonge St., Suite 800  
Toronto, Ont. M4P 2C9

If the complaint is about or related to the President & Chief Executive Officer, it will be handled by the Chair of the Board of Directors, by email: [info@cysticfibrosis.ca](mailto:info@cysticfibrosis.ca) marked Confidential - Attn. Chair, Board of Directors or by mail to:

Cystic Fibrosis Canada  
Attention: Chair, Board of Directors  
2323 Yonge St., Suite 800  
Toronto, Ont. M4P 2C9

Escalated concerns may include but are not limited to:

- Repeated requests for tax receipts
- Repeated requests for removal from mailing lists
- Repeated errors made by an employee/ volunteer
- Repeated unfair or discourteous actions/statements by an employee/volunteer
- Perceived failure to do something agreed upon
- Quality of service delivery
- Content and application of policies and procedures
- Delays in resolving an issue.

The written complaint should include the exact problem; phone number and other contact details of the complainant (however if anonymity is requested, these details may not need to be provided – note that any complaint filed anonymously may not be resolved if information is missing and the complainant cannot be reached or identified); date of the alleged incident; and details of the issue.

### **a) Receiving a complaint**

All complaints will be formally documented by the President & CEO and directed to the most appropriate CF Canada employee. This may be the employee who has the primary relationship with the complainant, or the person who has the specific knowledge that is needed to resolve the problem. It is the responsibility of the employee who first receives the complaint to either resolve it or transfer it to another employee who can resolve it.

### **b) Responding to a complaint**

The employee who receives the complaint shall acknowledge the receipt of the complaint, to the complainant, within 2 business days of receipt. This acknowledgement will identify and provide contact information for the employee who will be responding to the complainant.

The employee designated to respond to the complaint will respond within 5 business days of the original receipt of the complaint. In the event that this timeline cannot be met, the complainant will be notified in writing within 5 business days of the original receipt of the complaint.

### **c) Resolving a complaint**

Once a matter is considered resolved, the complainant shall receive a written response that describes the action taken to investigate the concern, the conclusions from the investigation, and any action taken as a result of the complaint.

Where a complaint cannot be resolved, it should be redirected to the President & Chief Executive Officer or Chair, Board of Directors.

Complainants will be kept informed of the status of their complaint. Every attempt will 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.

All communications with the complainant, and actions taken to resolve the complaint, will be formally documented for future reference.

## **Review of Policy**

This policy was reviewed and approved by the board of directors of Cystic Fibrosis Canada on June 17, 2021 and will be reviewed at a minimum every three (3) years.