

# Complaints Policy

## OUR COMMITMENT

Cystic Fibrosis Canada (CFC) 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 (CFC) 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 CFC and its employees and volunteers as representatives of CFC. Complaints may come from anyone who interacts with CFC in any capacity.

## Policy Objective

This policy provides an avenue for external individuals to communicate with the CFC 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 CFC including national office, regional offices and chapters.

The policy was approved by the board of directors of Cystic Fibrosis Canada on June 15, 2017. The policy is to be reviewed at a minimum every five (5) years following its approval on June 15, 2017.

## Reporting

On an annual basis a Complaints Report will be submitted to the board of directors of CFC. 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 Policies

Other CFC policies that complement and support this policy direction include [Privacy Policy](#)

## Policy Details

### Registering a Complaint

The CFC has a two-step complaints resolution process:

#### 1. Sharing a concern

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

CFC employees can be reached at the regional offices list here (link to website), by calling us at 1-800-378-2233 or by emailing [info@cysticfibrosis.ca](mailto:info@cysticfibrosis.ca).

Concerns include but are not limited to:

- Request for tax receipt, duplicate of a tax receipt, or a corrected tax receipt
- Request for removal from mailing lists and/or changes to how communication is conveyed
- 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
- Change of language preference

#### 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 another 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 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.

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

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

If an issue is not satisfactorily resolved, or if a member of the public wishes to make a formal complaint, they may do so in writing to [feedback@cysticfibrosis.ca](mailto:feedback@cysticfibrosis.ca) or by mail to:

Cystic Fibrosis Canada  
Attention: Complaints Officer  
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 of 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 he request anonymity, these details may not need to be provided); date of the alleged incident; and details of the issue.

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

All complaints will be formally documented by the Complaints Officer and directed to the most appropriate CFC 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 to 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 easily resolved, or resolved within the timeframe laid out above, it will be escalated to the next level of management.

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

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