

El Sistema Grey Bruce – The Big Sound

Complaint Policy

Intent

The intent of the Complaint Policy is to demonstrate El Sistema Grey Bruce – The Big Sound's (also referred to as The Big Sound and/or TBS) commitment to its Program personnel and visitors by providing the steps to be taken in the event a complaint is filed by an individual against a member or the organization. The Policy initiates the steps to be taken by the Board of Directors once a complaint has been launched.

Guidelines

TBS recognizes that from time-to-time there will be complaints about the organization or its personnel (paid or unpaid). TBS wants to ensure individuals with complaints are able to voice their concerns, but that they should do so through proper channels of communication.

Complaint Protocol

*Complaint against a program employee, independent contractor and/or volunteer
(also referred to as program personnel)*

- The Board of Directors shall ensure a protocol for the investigation and resolution of any complaints is developed and all program personnel are informed of the process.
- The proper channel for an individual to voice a complaint against any program personnel is to approach the following individuals in the order indicated:
 - The individual against whom the complaint is directed;
 - The Volunteer Lead (in the event the complaint is concerning a program volunteer);
 - The Board of Directors.
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- The individual and their immediate supervisor shall be informed of the complaint immediately and shall have an opportunity to respond.
- If the complaint cannot be satisfactorily resolved by the individuals involved, the complainant should inform the Board of Directors in writing, and the Board shall maintain a record of the complaint and resolution.
- If in the opinion of the Board the complaint is serious, a written and signed copy of the complaint must be provided. In the event the complainant is unable to prepare a written complaint, the Board may provide assistance in preparing a statement, which is then signed by the complainant. The complainant shall be cautioned about potential risks of making a false or unsubstantiated complaint.
- The Board of Directors shall maintain a record of the complaint and resolution and may choose to record the incident in the individual's personnel file, in which case the person shall be so informed and shall sign the documents indicating awareness that the item is being placed on file. The individual's written response to the complaint shall be recorded on the personnel file, upon request.

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- If the complaint cannot be resolved through this process, TBS make seek assistance from an appropriate, arm's length professional consultant from the community (i.e. Mediation Specialist).

Organizational Complaint

- Any complaints made by an individual directly against the organization shall be filed immediately to the Board of Directors by the complainant, in writing, and must be signed.
- The Board shall try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter.
- In the event that the Board cannot satisfactorily resolve the complaint, the Board shall seek assistance from an appropriate, arm's length professional consultant from the community to identify the best way to handle the complaint.
- The Board will keep a copy of the written and signed complaint, along with the steps taken to resolve the matter.