

La Corporation de l'âge d'or d'Aylmer

COMPLAINTS HANDLING POLICY

Adopted: November 27, 2019

**Nicole Gagnon
President**

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Secretary**

PREAMBLE

The purpose of the Complaints Handling Policy is to deal with and resolve dissatisfaction regarding the services offered by the Corporation de l'âge d'or d'Aylmer.

Any complaint that falls under another jurisdiction (labor standards, criminal code or others) should be addressed to that jurisdiction.

GUIDING PRINCIPLES

Accessibility: Documents and information relating to the Complaints Handling Policy are easily accessible at the Ernest-Lattion Community Center.

Simplicity: The complaints handling mechanism is simple to use and easily understood by both users and those responsible for handling a complaint.

Diligence: The complaint will be handled within a reasonable time, while avoiding precipitancy.

Confidentiality: All complaints will be treated with respect for the confidentiality of the person who files the complaint and all reports that will be filed to the Board of directors, to the members' and users' meeting or to any other person will be done as to preserve the identity of the persons concerned.

Transparency: A report of complaints received, accepted or not, and processed will be submitted at each meeting of the Board or directors and of the Annual general meeting. The content of these reports will be detailed in the policy but should, in no case, allow the identification of the parties involved.

DEFINITION

To be admissible, a complaint must meet the following requirements:

- Concerning an employee, administrator, volunteer or user of La Corporation de l'âge d'or d'Aylmer;
- Be related to an activity organized by La Corporation de l'âge d'or d'Aylmer or in which La Corporation de l'âge d'or d'Aylmer is involved.

RESPONSIBILITY OF THE COMPLAINTS

The board of directors of La Corporation de l'âge d'or d'Aylmer will appoint, by resolution, a person responsible of handling complaints and a substitute person in the event of the incapacity of the person responsible, for any reason whatsoever (illness, travel outside the region for an extended period, conflict of interest, etc.).

WHO CAN FILE A COMPLAINT

A complaint can be filed by:

- an individual
- a group of individuals
- an organization.

In the event of a complaint filed by a group of individuals or an organization, a contact person representing and able to speak on behalf of this group of individuals or organization must be identified.

The holder of parental authority (parent or guardian) can file a complaint for a person under the age of 18 under his authority.

In the event of a complaint filed by a person under the age of 14, the holder of parental authority will be notified of the submission of the complaint.

Exceptionally, a person may file a complaint for another person who was prejudiced but who, for a valid reason, is unable to file a complaint.

Accompanying: Anyone wishing to file a complaint may be accompanied by a person of their choice *who is not directly or indirectly involved in the reason for the complaint* to help them draft the complaint.

COMPLAINT DEPOSIT PROCEDURE

All complaints must be submitted in writing on the form provided for this purpose and signed. A verbal or anonymous complaint will not be admissible.

A complaint can be written in French or in English.

All complaints must be submitted in a sealed envelope to the attention of the person designated by the Board of Directors of La Corporation d'âge d'or d'Aylmer to receive and process complaints.

HANDLING OF A COMPLAINT

Any complaint lodged with La Corporation de l'âge d'or d'Aylmer will be opened within 5 working days of its receipt by the person designated by the Board of Directors of La Corporation de l'âge d'or d'Aylmer to receive and process complaints.

The processing time for a complaint is a maximum of 45 calendar days. This period may be extended in the event of force majeure, among others but not exclusively, for the following reasons:

- Temporary absence of an important witness

- Addition of important elements during treatment.

Any extension in the processing of a complaint must be authorized by the president and vice-president of the Board and the complainant must then be informed.

In the process of handling a complaint, the person handling the complaint will have to find out the facts (who, what, when, how...) and to this end, he will be able to visit the premises and have access to all the relevant documents. He may also meet with people or witnesses who have a link with the complaint. In this case, he will have to notify anyone under the age of 18 that he wants to meet him, that he can be accompanied by his parents and they will need to have the parents' consent to meet people 14 or under.

In all cases where there will be a meeting with a person in the complaint handling process, the person responsible for handling complaints must be accompanied by a witness.

The person who handles a complaint must inform the person (s) who lodged a complaint of the conclusions reached and the corrective measures, if any, which will be recommended to the persons concerned (Board of directors).

BASIS FOR PROCESSING COMPLAINTS

All complaints filed with La Corporation de l'âge d'or d'Aylmer should be dealt with based on the following documents:

- The Code of ethics of La Corporation de l'âge d'or d'Aylmer;
- The General Regulations of La Corporation de l'âge d'or d'Aylmer;
- Laws in force, including charters;
- The internal operating rules of La Corporation de l'âge d'or d'Aylmer.

REPORTS

At each meeting of the Board of Directors, the person responsible for handling complaints will submit a report containing the following elements:

- The number of complaints received since the last board meeting;
- The reasons for the complaints received, without any nominative information;
- The number of complaints handled and closed since the last Board meeting;
- The conclusions and recommendations, if any, of the committee responsible to handle the complaints.

At the Annual General Meeting, the Board of Directors will report to the members and users with the following elements:

- The number of complaints received;

- The number of complaints accepted;
- The number of complaints handled.

DISSEMINATION OF THE POLICY

The Complaints Handling Policy, once adopted by the Board of Directors, will be posted on the bulletin board at the main entrance of the Ernest-Lattion Community Center.

Complaint forms will be available from members of La Corporation de l'âge d'or d'Aylmer executive.