COMPLAINTS POLICY

STANDARD

United Way Winnipeg (UWW) is a volunteer organization whose mission is to improve lives and build community by engaging individuals and mobilizing collective action. UWW operates according to the highest standards of ethics and integrity and is committed to volunteerism, accountability, accessibility, impartiality, being apolitical and respecting the rights of:

- Donors.
- Community groups and individuals (including service providers).
- Every officer, Board member, volunteer, and employee.

This policy and procedure applies to complaints received by UWW about our activities, programs, services, staff or volunteers.

Complaints about a specific agency that UWW funds should be directed to the agency itself. If your complaint is not addressed to your satisfaction by the agency and you wish to communicate this to UWW, you may contact the Vice-President of Community Investment & Capacity Building at UWW.

POLICY

UWW believes that every stakeholder, including donors, funders, supporters, agencies, and the public has the right to address concerns and complaints through a defined process with confidence that such concerns or complaints will be dealt with in a timely, fair, respectful and accountable manner.

PROCEDURE

For the purposes of this policy a complaint is defined as an expression of dissatisfaction about the service, actions, or lack of action by UWW as an organization, or a staff member or volunteer acting on behalf of UWW.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a staff member/volunteer; or
- unfair or discourteous actions/statements by staff member/volunteer;

CREATION AND APPROVALS

Primary Audience: All Staff, Board Trustees and Volunteers
Created: May 5, 1993
Created by: Internal Relations and Operations
Approval Dates:
Board of Trustees, November 2011, November 2023

REVIEW PROCESS

Frequency: Every 5 years
Reviewer: Governance Committee
Date of next review: 2028

Anyone personally affected can submit their complaint and it will be reviewed in accordance with this procedure:

- If you have a complaint or concern, you are encouraged to talk with the staff person or volunteer who is most connected to the concern/situation. You can also submit a complaint/concern in writing (by mail, fax) or email to uway@UnitedWayWinnipeg.ca. Your complaint/concern will be directed to the VP, Finance & Internal Services who will review all complaints/concerns and ensure that the appropriate individual is engaged.
- Once the complaint is received, the concern will be documented along with your name and contact information, the date, a description of the complaint, what you request to resolve the complaint and the final resolution or decision. You will be kept informed if there are more steps involved in addressing your concern.
- UWW will handle all complaints in a timely and, to the extent possible, confidential manner. We will only give information to those people necessary for the investigation and resolution of the complaint and only to the extent necessary.
- UWW will investigate and appropriately resolve all complaints as soon as possible with every effort made to review and respond to a complaint within 30 days.
- There will be no repercussions to someone bringing forward a complaint in good faith. All UWW employees have a responsibility to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
- A summary of the complaints received including number, type and disposition of the complaints received will be reported annually to the UWW Board of Trustees (for a template of the reporting form, see Appendix A).

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United Way Winnipeg

COMPLAINTS REPORT TEMPLATE

The following template is used to report any complaints to UWW's Board of Trustees annually:

COMPLAINTS REPORT BACKGROUND

According to the United Way Winnipeg Complaints Policy approved by the Board of Trustees in 2023, a summary of any complaints received over the last year including number, type and disposition will be reported annually (each May) to the United Way Board of Trustees.

The following formal complaints are being reported:

Type of Complaint	# Rec'd	Nature	Disposition

RECOMMENDATION

That the Complaints Report be accepted as information.

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