

Policy Title:

**INPUT, COMPLAINTS AND CONFLICT  
RESOLUTION**

Intent of Policy:

To promote positive relationships within the Board; to ensure community input to SVDP planning; to define the Board's role in responding to input and complaints from stakeholders; to ensure the concerns of consumers and their families are addressed by the appropriate person/position; and to ensure consumers and families are treated respectfully, fairly and equitably.

Policy:

The Board receives input from all stakeholders through forums, public meetings, surveys, reports and presentations.

The Board does not become involved in operational complaints or conflicts. The Board delegates the responsibility for addressing operational complaints and concerns to the Executive Director.

The Board resolves Board conflicts by following a conflict resolution process.

The Board addresses complaints regarding the membership, governance and Board leadership issues by following a complaints process.

Procedure:

1. The Executive Director receives input from consumers, families and community members about satisfaction with services provided by SVDP. This input is communicated to the Board to help the Board plan and make changes to improve the overall services provided by SVDP.
2. The Board directs the Executive Director to follow a conflict/complaint resolution process for consumers, families, staff, volunteers and others that is fair, and provides the complainant due process in resolving operational issues.
3. The Executive Director approves operational policy and procedures to support individuals and their families who wish to lodge a complaint about operational issues.

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(Continued)

The identity of people involved is confidential. The Executive Director reports to the Board on trends and improvements based on an annual review of all complaints.

4. In exceptional circumstances, where the Executive Director's operational decision is appealed by the complainant, and it has not been resolved by the Human Resource Committee, the Board may review such an appeal. It establishes a tribunal from amongst its members to hear the complaint and review the matter.
5. The Board addresses complaints related to the responsibilities of the Board and the Society membership. The Board President is responsible for resolving complaints. The complaints process includes documenting the complaint, listening to the complainant's concerns, investigating, and making a determination. Complaints may also be referred to a committee or the Executive Director if appropriate
6. The Board Chair is responsible for managing conflict resolution among Board members.

References:

- ❖ SVDP Operational Policies
- ❖ *CARF Accreditation Standards – Input, Rights*

Audit:

- ❖ Information Management and Performance Improvement Report – Ozanam