



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Handling Complaints – Direct Service and Collaborative Volunteers	Reference # 7.5	Page 1 of 2
	Approved: J.Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

A consistent, orderly and fair process for complaints involving volunteer services will be in place.

An avenue for individuals to communicate complaints and concerns and receive answers to their complaints and concerns will also be in place.

Complaints inform quality improvement processes.

DEFINITIONS:

A *complaint* is defined as a concern arising as a result of the behaviour of a staff member, volunteer, client, visitor or the general public which impacts the quality or perception of volunteer service or the satisfaction of volunteers with the WRHA.

Complaints do *not* include incidents that are handled through the WRHA incident reporting process.

GOOD PRACTICE GUIDELINES:

1. Complaints must be handled in a manner that is respectful and fair. Parties are encouraged to solve problems co-operatively and informally. If informal attempts fail to resolve the situation, a formal written complaint may be initiated. All written complaints receive thoughtful consideration, and will be addressed.
2. Volunteer placement supervisors will listen to all complaints and try to resolve them informally. The volunteer placement supervisor will discuss the complaint with the staff directly responsible for that area of service and will consult the Manager of Volunteer Services.



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3. The volunteer placement supervisor responsible will investigate the complaint and determine the appropriate action to be taken. The volunteer placement supervisor will communicate the outcome to the complainant. If individual is not satisfied, they may initiate a written complaint and submit it to the WRHA Manager of Volunteer Services.

4. The Manager of Volunteer Services and the volunteer placement supervisor will be responsible for determining if the volunteer’s activities should be suspended with the WRHA while the investigation of the matter is underway. In the event that the volunteer’s activities with the WRHA are suspended or terminated, the Manager of Volunteer Services must document the event and maintain the documentation on file.

5. All complaints alleging improper conduct will be documented.

6. The WRHA Manager of Volunteer Services will investigate all written complaints and provide a written response to the individual within 10 days of having received the complaint. The WRHA Manager of Volunteer Services will retain a copy of the written complaint and the written response.

7. If a volunteer is from a collaborative/sponsoring organization, then the Manager of Volunteer Services will bring the complaint to the attention of the agency’s representative and they will be included in the discussion of the complaint.

8. All documented complaints are to be brought to the attention of the WRHA Manager of Volunteer Services. Complaint monitoring is to be included in the quality reports and will be used to identify opportunities for improvement.

Source: New
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