

## **Complaints Policy**

The Society is committed to providing our stakeholders and the general public with a high level of service in conjunction with carrying out our mission and vision. As part of that commitment we recognize that from time to time, there may be issues or complaints from our stakeholders and the public about our programs, services, staff and/or volunteers.

### **Purpose**

The purpose of this Policy is to create a transparent and fair method of responding to public complaints about our activities, programs, services, staff or volunteers.

### **Scope**

This Policy applies to complaints received by the Society about our activities, programs, services, staff or volunteers. This Policy serves as a companion to our Whistleblower Policy, Bullying & Harassment Policy and Protection of Personal Information Policy.

### **Guiding Principles**

When we receive and deal with a Complaint, we will be guided by the following principles:

1. Complaints will be dealt with and resolved in a timely fashion;
2. Complaints will be reviewed in a fair and respectful manner;
3. Complainants will be provided with an explanation of the decision and, where appropriate, the corrective or other actions taken following the complaint;
4. the Society will use complaints to assist us in improving our programs, services, policies and procedures;
5. Complainants will have the option of escalating their complaint to a more senior staff member or to the Board of Directors if they are dissatisfied with how the complaint has been dealt with.

### **Types of Complaints**

For the purposes of this Policy, a “Complaint” is the expression of dissatisfaction or concern about:

- a Society service or program;
- an action or decision taken by the Society;
- a failure to follow a policy or procedure; or
- the way in which a Society employee or volunteer carries out his or her duties.

A “Complaint” is distinct from a general inquiry, suggestion or constructive feedback. A Complaint is also distinct from filing a report under our Whistleblower Policy.

# KELOWNA VISUAL AND PERFORMING ARTS CENTRE SOCIETY (the “Society”)

## Complaint Procedure

### *Informal Complaints Procedure*

If you have a Complaint, you are encouraged to discuss the matter with the staff member who is most connected with your concern or situation, either in person, by email or telephone. Contact information can be found at our website at – [www.RotaryCentrefortheArts.com](http://www.RotaryCentrefortheArts.com).

If your Complaint is not resolved or if you are uncomfortable discussing the issue with the relevant staff person, you can inform the General Manager. If the matter is not or cannot be resolved at this stage, you have the opportunity to make a formal Complaint. Every effort, however, will be made to resolve the issue at this informal stage. If follow up is required, basic contact information including your name, phone number and/or email address may be requested.

### *Formal Complaints Procedure*

If you have been unable to resolve your Complaint through the informal process described above, a formal Complaint may be made in writing, by email or regular mail, to:

Colleen Fitzpatrick, Executive Director  
Rotary Centre for the Arts  
421 Cawston Avenue, Kelowna BC V1Y 6Z1  
Phone: 250-717-5304 ext.109 Fax: 250-717-5314  
[director@rotarycentreforthearts.com](mailto:director@rotarycentreforthearts.com)  
[www.RotaryCentrefortheArts.com](http://www.RotaryCentrefortheArts.com)

In your Complaint, please provide us with your contact information as we will not be able to respond to anonymous Complaints. If you are unable to make a formal Complaint in writing due to a disability or other protected ground, you may contact the General Manager by telephone to request an accommodation, which will be provided appropriate to your circumstances.

Once you have filed a Formal Complaint, the Society is committed to handling the Complaint promptly, consistently and fairly

The Society will respond to your Complaint within 3 business days of receiving the Complaint to confirm the Complaint has been received and to indicate expectations for how long the investigation into your Complaint may take. It is the Society's goal to deal with and resolve Formal Complaints within 15 business days after receiving them. If this timeline cannot be met you will be informed of the reasons and given a revised timeframe. Upon completion of the investigation you will be provided with clear reasons for the decisions relating to the Complaint and, where appropriate, an explanation of the corrective or other actions taken as a consequence.

If you are not satisfied with the resolution or manner in which your Formal Complaint was dealt with, you may bring your concerns in writing to the President, or in the alternative, the Vice President of the Board.

# **KELOWNA VISUAL AND PERFORMING ARTS CENTRE SOCIETY (the “Society”)**

## ***Complaints about the General Manager or the Board***

If you have a Complaint about the General Manager or a Director of the Society, your Complaint can be directed in writing directly to the President or in the alternative the Vice President of the Board.

### **No Retaliation**

No person who in good faith makes a Complaint shall suffer harassment, discrimination or retaliation as result.

Retaliation, harassment or discrimination against an individual who in good faith makes a Complaint is strictly prohibited and will be treated as a serious offence subject to discipline up to and including termination of employment for just cause, in the case of employees, and/or the severing of the relationship with volunteers, members or other stakeholders.

### **Confidentiality**

Complaints will be kept confidential to the extent practicable, consistent with the need to conduct an adequate investigation and maintain fairness and transparency in the process.

### **Review**

This Policy and its procedures will be reviewed every two years.

Last Updated July 2020