NEW HORIZONS
FOR 2S-LGBTQ+
OLDER ADULTS

Participant Complaint Process

This policy and procedure applies to complaints received by the New Horizons for 2S-LGBTQ+ Older Adults program about our activities, programs, services, staff, or volunteers.

As facilitators of **New Horizons for 2S-LGBTQ+ Older Adults** programming, we commit to the following:

- All complaints will be dealt with promptly and **resolved as quickly as possible**;

- Review of complaints will be fair, impartial, and **respectful to all parties**;

- Complainants will be advised of their options to **escalate their complaint** to a more senior staff person if they are **dissatisfied with treatment or outcome**;

- Complainants will be **provided clear and understandable reasons** for decisions relating to complaints;

- Updates will be provided to complainants during the review and resolution process;

- Complaints will be used to assist in **improving** services, policies, and procedures.

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the Program as an organization or a staff member or volunteer acting on behalf of the Program.

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by staff member or volunteer;
- Unfair or discourteous actions/statements by a staff member or volunteer.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

1. A complaint may be made verbally (by phone or in person) or in writing (email). *It is encouraged to address everyone involved* ***as long as they feel comfortable doing so***; however, the employee or volunteer who first receives the complaint will determine the proper person to handle it.
    - This will generally be the staff who has the **primary relationship** with the participant or has the specific knowledge that is needed to resolve the problem
    - The person who initially receives the complaint will **acknowledge to the complainant** that the complaint has been received and will be acted on either by themselves or another employee.

2. The staff delegated to handle the complaint will c**ontact the participant** to fill out the **Complaint Form** (included in resource package) and discuss possible solutions.

3. Once the form has been filled out, the delegated staff will work to resolve the complaint in a timely manner.

4. If the complainant is not satisfied with the outcome, it will then be taken to the **Team Lead** to resolve it.

5. If the complainant is still not satisfied, the Team Lead will then take the complaint to the **relevant Manager or Executive Director**.

6. If the Manager or Executive Director cannot resolve the complaint, it will be escalated to the **Leadership Team**.