



SUNSHINE COAST COMMUNITY FOREST ("SCCF")

COMPLAINT POLICY

1 Scope & Objectives

The purpose of the Complaint Policy is to provide guidance to SCCF Management to ensure community complaints are handled effectively and efficiently.

2 Responsibility

The Chairman/President will assume responsibility for the implementation and application of this policy or may designate another individual to act as the responsible Officer who will be accountable for adherence to this Policy. The Chairman/President shall be the Freedom of Information (FOI) Head and will be responsible for all FOI requests.

3 Philosophy

The SCCF believes that speedy and effective resolution of complaints is an essential component to the delivery of a high level of community service. Statistics reveal that properly handled complaints not only retain the community's interest, but can result in a stronger and more loyal relationship with the community in the future. Complaint resolution can also be an opportunity to identify the community's needs.

The SCCF believes that empowerment of Management to resolve a complaint is an important component in the effective resolution of complaints.

SCCF believes that effective complaint resolution includes a fair assessment of the validity of the complaint and possible financial impact from the standpoint of both the community and SCCF.

Complaints shall be resolved in an expeditious manner.

4 General Policy

- a) Routine problems should be dealt with by the office Administrator wherever possible.
- b) Unresolved complaints should be brought to the attention of the Operations Manager.

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- c) Complaints should be escalated to the Chair/President, under the following circumstances:
- The complaint is of sufficient magnitude that the Operations Manager determines the escalation is advisable;
 - The complaint is regarding Management;
 - The complaint is regarding the SCCF's policies or Board of Directors;
 - The community insists the matter be escalated to the Chairman/President;
 - The newsworthy nature of the complaint or inquiry requires the attention of the Spokesperson for the SCCF. The spokesperson for SCCF is the Chair/President, pursuant to the policy of the Board of Directors.
- d) Complaints should be escalated to the Board of Directors **in writing** only under the following circumstances:
- The complainant is not satisfied with the decision of the Chair/President or the complaint is about the Chair/President;
 - The complainant insists the matter be escalated to the Board of Directors.
- e) Under no circumstances are complaints to be escalated **in person** to a Director, Chairperson or the Board of Directors. Written complaints are to be directed to the Board of Directors c/o the Corporate Office, not the Director's home address.

5 Complaint Follow-up

Serious complaints should always be followed up in writing to ensure that the matter has been addressed as fully as possible.

END OF POLICY

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