

Complaints Policy



MISSION
Bon Accueil

1. Objective

At Welcome Hall Mission, we recognize the important role that our partners, donors and the public play in our work. While we strive for excellence in the pursuit of our mission, we recognize the value of your feedback and understand that opportunities for improvement may be identified. In order to provide the highest quality of service possible, we have developed these policies and procedures to prioritize any concerns or complaints you may have about our organization or that may arise during your interactions with us. We also encourage you to give us positive feedback about our programs or our work. We always welcome it.

2. Guiding Principles

- Welcome Hall Mission is committed to excellence in all aspects of its work.
- We welcome all feedback on Welcome Hall Mission, provided it is done in a respectful manner.
- Welcome Hall Mission is committed to handling any complaint in a manner that is:
 - 1) Fair and equitable;
 - 2) Transparent;
 - 3) Respectful of all persons involved;
 - 4) Efficient and timely with appropriate allocation of resources.

Welcome Hall Mission is committed to providing results and solutions to those who have filed a complaint. In addition, responses and actions resulting from the complaint will be commensurate with the complaint and complaints will be escalated as necessary.

3. Application

This policy applies to all external parties who may interact with the Mission, including donors, partners, and members of the public, who wish to contact the Mission, provide feedback, or file a complaint regarding Welcome Hall Mission.

4. Policy Details

The purpose of the complaint process is to address dissatisfaction with the Mission's services, actions or inactions, or interactions with its employees or volunteers.

Any person may file a complaint with the Mission by telephone at 514-523-5288, ext. 199, by email at info@missionba.com or by mail at the following address Complaints, 606 de Courcelle

Street, Montreal, Quebec H4C 3L5. Written complaints are encouraged, if possible, so that the complainant can describe the situation in his/her own words.

It is recommended that the complaint be as detailed as possible and that it include contact or third party information so that a response can be provided. When a complaint is confidential or sensitive, please indicate this in the subject line of the correspondence or notify a Mission official by phone, who will immediately forward the complaint to the Legal Counsel and the Director of Human Resources.

All complaints will be handled promptly and forwarded to the appropriate department or staff member for response and, if necessary, action. A response should be received within 5-7 business days of the complaint being filed. An anonymous complaint will not receive a response, but Welcome Hall Mission will consider it in order to improve its services. If a problem cannot be resolved within the above time frame, the Mission will inform the person who filed the complaint of the steps taken and the expected time frame for resolution.

If a complaint is abusive, harassing, not directly related to the Mission, or is illegible, it may not be responded to.

All complaints will be recorded on a tracking sheet which will include a description of the complaint, the name of the person who handled the complaint, a description of the steps taken to resolve the issue, and the expected timeframe for resolution. When the complaint cannot be resolved immediately, the name and contact information of the complainant may also be recorded on this sheet to ensure proper follow-up.

A summary of all complaints received, including the number and type of complaints, will be submitted annually to the Welcome Hall Mission Board of Directors.

5. Effective Date

This Complaint Handling Policy and Procedures is effective July 31, 2019 and will be revised as necessary.

6. Executive Officer Responsible for Management

The management member responsible for this policy is the Director of Human Resources.

Approved by the Board of Directors: October 1, 2019