

Policy: <b>OP4.3 Complaints Policy</b>	Effective Date:	2013.06.01
	Revision #:	
	Date of Rev.:	
Policy Application: NA	Bring Forward:	2015.09.15
	Next Review:	2018.09.15
	Policy Application Oversight:	Executive Director

### **Purpose**

Northern Lights Health Foundation requires Directors, volunteers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Northern Lights Health Foundation will take all reasonable steps to ensure that policies and procedures contribute to the overall health of the organization are understood and consistently and fairly applied. At any point during the dispute resolution process, the parties to the complaint may utilize the resources of the Human Resources Commission or Alberta Employment Standards.

This policy is intended to encourage and enable directors, volunteers, employees and other stakeholders to raise serious concerns so that the Northern Lights Health Foundation can address and correct inappropriate conduct and actions. It is the responsibility of all board members, employees and volunteers to report concerns about violations of the Health Foundation's governing policies or suspected violations of law or regulation that govern the Foundation's operations.

### **No Retaliation**

It is contrary to the values of the Northern Lights Health Foundation for anyone to retaliate against anyone who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of the organization.

Any employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

### **Scope**

This policy applies to all Health Foundation directors, volunteers, employees and other stakeholders.

### **Application**

Northern Lights Health Foundation has an open door policy.

Employees are encouraged to share their questions, concerns, suggestions or complaints with the Executive Director first, who will conduct an investigation.

Volunteers are encouraged to share their questions, concerns, suggestions or complaints with the designated staff person first, who will conduct an investigation. If the volunteer is not comfortable speaking with his/her designated staff person or he/she is not satisfied with a staff person's response, he/she is encouraged to speak with the Executive Director who has the responsibility to investigate all reported complaints.

Board members are encouraged to share their questions, concerns, suggestions or complaints with the Chair of the Board. The Chair of the respective Board has the responsibility to investigate all reported complaints.

Stakeholders are encouraged to share their questions, concerns, suggestions or complaints with the Executive Director first. If the individual is not comfortable speaking with the Executive Director or he/she is not satisfied with the Executive Director's response, he/she is encouraged to speak with the Chair of the Board who has the responsibility to investigate all reported complaints.

**Acting in Good Faith**

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as serious. In the case of employees, such offenses will be handled on a case-by-case basis as determined by the Executive Director and/or the Chair of the Board.

**Confidentiality**

Violations or suspected violations may be submitted confidentially by the complainant. Reports of violations or suspected violation will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.