



## POLICY

Title of Policy	Complaints
Policy Number	1.4
Category	General
Approval Body	Board of Directors
Approval/Effective Date	
Proposed Date of Review	

### CONTEXT AND PURPOSE

Meant 2B Loved Pet Rescue Society (the "Society") recognizes the importance of handling complaints efficiently, effectively, and transparently. Complaints, whether from internal or external stakeholders, are valuable feedback that can help improve our programs, services, and operations. This policy outlines the procedure for addressing complaints, ensuring they are responded to promptly and professionally.

The purpose of this policy is to:

- Provide a structured and transparent process for addressing complaints from both internal (staff, volunteers) and external (public, donors) stakeholders.
- Ensure that all complaints are taken seriously, acknowledged promptly, and resolved within a reasonable timeframe.
- Improve the quality of the Society's programs and services by using complaints as opportunities for reflection and change.
- Mitigate risks to the organization by addressing dissatisfaction early before it escalates.
- Ensure the Board of Directors is aware of all complaints received to allow for oversight and governance.

### SCOPE

This policy applies to all individuals involved with Meant 2B Loved Pet Rescue Society, including:

- Internal Stakeholders: Volunteers, board members, and staff, if applicable.
- External Stakeholders: Members of the public, donors, adopters, fosters, and other external partners.

All complaints, regardless of their origin, will be handled following this policy. Complaints should not be anonymous, and all formal complaints must be submitted in writing via email until a web form is developed.

## **DEFINITIONS**

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***Moral Rights:***

## **POLICY STATEMENTS**

### **1. Submitting a Complaint**

- 1.1 Internal Stakeholders: Any volunteer or staff member wishing to raise a complaint should do so by contacting the Secretary via email. If the complaint concerns the Secretary, the complaint should be submitted to the President.
- 1.2 External Stakeholders: Any member of the public, donor, or external stakeholder may submit a complaint to the Secretary via email. If the complaint concerns the Secretary, it should be sent directly to the President.
- 1.3 Anonymous complaints are not accepted; the complainant must identify themselves to allow for proper investigation and resolution.

### **2. Acknowledgment**

- 2.1 Upon receiving a complaint, the Secretary (or President) will acknowledge the receipt of the complaint in writing within 48 hours. This acknowledgment will include a brief overview of the process and an estimated timeline for resolution.

### **3. Investigation and Resolution**

- 3.1 The Secretary (or President) will review the complaint and, if necessary, involve relevant individuals (board members or other staff) to investigate the issue.
- 3.2 The Secretary (or President) will aim to resolve the complaint within 30 days of receipt. If additional time is required due to the nature or complexity of the complaint, the complainant will be notified of the delay and provided with an updated timeline.
- 3.3 All steps taken during the investigation process will be documented for transparency.

### **4. Response**

- 4.1 Once the investigation is complete, the Secretary (or President) will provide the complainant with a written summary of the findings and any actions taken. Where necessary, a resolution plan or corrective action will be outlined.

### **5 Handling a Report of Concern**

#### **5.1 Internal Complaints (Volunteers and Staff)**

- 5.1.1 Complaints from internal stakeholders, such as volunteers or staff, will follow the same process outlined above. Complaints should be addressed to the Secretary (or President, if applicable), and the same timeline for acknowledgment and resolution applies.

#### **5.2 External Complaints (Public, Donors, etc.)**

- 5.2.1 External complaints will be handled similarly but will automatically be brought to the attention of the Board of Directors. The Secretary will forward the complaint to the entire Board within 48 hours of receipt.
- 5.3 If the board determines that the complaint involves significant risks (e.g., legal issues, reputational harm, ethical concerns), it may take immediate action to address the concern.
- 5.4 Complaints involving less severe issues may still be resolved by the Secretary with board oversight but will be reported back to the board in the next monthly meeting.

### **6. Reporting to the Board**

- 6.1 All complaints, whether resolved or ongoing, must be recorded by the Secretary in Google Workspace for transparency and documentation.
- 6.2 The Secretary will provide a written report summarizing all complaints received, their status, and resolutions (if applicable) during the monthly board meetings.
- 6.3 The Board of Directors will review the report and, if necessary, provide input on addressing unresolved complaints, ensuring compliance with organizational values, and determining any changes required to improve the organization's processes or services.

6.4 The Board will also review complaints to assess any broader risks to the organization, including recurring issues, legal concerns, or operational inefficiencies.

## **7. Escalation Process**

7.1 If a complaint is not resolved within 30 days, or if the complainant feels that the resolution provided is inadequate, they may request a review by the President (or another board member if the complaint involves the President).

7.2 Escalated complaints will be reviewed in detail at the next board meeting, where final decisions will be made on how to address the issue.

7.3 Complaints involving serious concerns such as financial misconduct, abuse, or legal violations must be escalated to the Board immediately and may require external legal consultation.

## **8 Review of Policy**

8.1 This policy will be reviewed annually by the Board of Directors to ensure its continued relevance and effectiveness. Adjustments will be made based on feedback from stakeholders and lessons learned from handling complaints.