

Complaint Policy

Vantage Point views all feedback from key stakeholders, including employees, knowledge philanthropists, members, customers, financial contributors (e.g., donors, funders, sponsors, etc.) and/or members of the public, as an opportunity to learn and improve for the future, as well as a chance to correct things for the individual or organization that has specifically made a complaint.

This policy is supplemented by Vantage Point's Privacy & Confidentiality Policy and governed by Vantage Point's Board of Directors. The policy is reviewed annually and revised as required. All feedback is reviewed annually to identify any trends which may indicate a requirement to take further action.

Our intention is to:

- provide frequent opportunities for stakeholders to provide feedback
- provide a fair process which is clear and easy to use for anyone wishing to make a complaint;
- ensure all Vantage Point employees and knowledge philanthropists know what to do if a complaint is received;
- ensure all complaints are investigated fairly and in a timely way;
- ensure that complaints are, wherever possible, resolved and that relationships are repaired; and
- gather information to improve what we do

Definitions

Feedback is any expression of satisfaction or dissatisfaction, whether justified or not, about any aspect of Vantage Point. Feedback may come from employees, knowledge philanthropists, members, customers, financial contributors (e.g., donors, funders, sponsors, etc.) and/or members of the public.

For the purposes of the Complaints Process Policy, a complaint is further defined as a written expression of dissatisfaction, whether justified or not, about any aspect of Vantage Point.

Providing Feedback or Submitting a Complaint

Feedback can be received in person, by phone, by email, via social media (Twitter, Linked In or Facebook), through feedback surveys or to any of Vantage Point's employees, knowledge philanthropists or board members, including the Executive Director and/or Board Chair.

Verbal feedback may be made by phone to 604 875 9144 or in person at our offices at 1183 Melville Street or at any of our events or activities.

To make a complaint, the complainant must submit the complaint in writing to Vantage Point:

- by mail to 1183 Melville Street, Vancouver, BC V6E 2X5;
- by e-mail to info@thevantagepoint.ca and/or to Alison Brewin, Executive Director, at abrewin@thevantagepoint.ca; and/or to the relevant staff person;
- via social media through Twitter, Facebook, or Linked In.

Subject to Vantage Point's Privacy & Confidentiality Policy, all personal information of anyone providing feedback or submitting a complaint will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Receiving Complaints via Social Media

The Coordinator responsible for monitoring social media feeds (Twitter, Facebook, Linked In, etc.) will:

- Immediately acknowledge receipt of the complaint through the same social media platform as the complaint was received (eg., complaint is received via Twitter, the Coordinator will respond with a tweet).
- Notify the relevant team member of the complaint. The relevant team member will respond directly to the complainant to resolve the complaint immediately and/or advise the complainant of our formal complaints procedure, as outlined below.
- Notify the Executive Director for information and tracking purposes.

Resolving Complaints

Stage One

1. Whenever possible and appropriate, it is best for the complainant to first raise the concern with the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it immediately. In all cases, however, the person responsible should advise the Executive Director of the complaint for information and tracking purposes.
2. If the complainant feels uncomfortable talking to the person responsible for the issue being complained about or if the complaint has not been resolved the complaint should be passed to the direct supervisor of the person responsible for the issue being complained about and/or the Executive Director within 2 business days. The Supervisor and/or Executive Director will either handle the complaint directly or delegate an

appropriate person to investigate it and to take appropriate action.

3. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
4. Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure may be attached.
5. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
6. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

1. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at the Board level. At this stage, the complaint will be passed to the Board Chair.
2. The request for Board level review should be acknowledged within 2 business days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
3. The Board Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
4. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
5. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
6. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
7. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
8. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Variation to Stage One or Two

The Executive Director and/or the Board of Directors may vary the complaints procedure for good reason. This may be necessary to avoid a conflict of interest. For example, a complaint about the Executive Director should not also have the Executive Director as the person leading a Stage One review.

External Stage

As a registered Charity, Vantage Point stakeholders can complain to the Canada Revenue Agency (CRA) Charities Directorate at any stage. Information about the kind of complaints the CRA can involve itself in and how to submit a complaint can be found on their website at: <http://www.cra-arc.gc.ca/chrts-gvng/chrts/cntct/cmplnts-eng.html>.