



**Canadian Mental
Health Association**
Wood Buffalo
Mental health for all

BOARD APPROVAL:		Last Updated: Creation Date:	July 17, 2017
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PURPOSE:

This policy applies to external complaints received by The Canadian Mental Health Association Wood Buffalo Division (CMHA WB) about our activities, programs, services, products, staff, facilitators, or volunteers.

This policy is intended to ensure complaints received by CMHA WB by any of our stakeholders are responded to in a prompt, fair, and respectable manner.

This policy does not apply to:

- Persons or organizations that may be in disagreement with CMHA WB Division's mission, activities, and decisions undertaken by us to carry out our mission. In these instances, feedback will be received and will be appropriately shared within CMHA WB, and responded to.
- Persons or organizations that have a complaint about one of CMHA's branch locations in Alberta (or another CMHA affiliate)
- Anonymous complaints, such as those received through feedback surveys or comment boxes, where insufficient or no contact information is provided.

POLICY:

Definition

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by CMHA WB as an organization or by a staff member or volunteer acting on behalf of CMHA WB.

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures
- Error made by staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer;

Ensuring Privacy

Subject to CMHA WB Division's Privacy Policy, personal information of anyone submitting a complaint will be handled sensitively, and disclosed only to those appropriate at CMHA WB Division for the purpose of responding to and resolving the complaint.

Reporting of complaints

An annual report including the number, type, and disposition of complaints received will be made by the Executive Director to the Board of Directors.