

Purpose and Rationale:

The goal of ALS Society of BC is to meet and exceed the expectations of our clients, donors, supporters, and volunteers. However, if we fail to meet their expectations, we want to ensure that we receive complaints so that we may deal with the situation as quickly as possible and put steps in place to prevent any recurrences.

The ALS Society of BC takes complaints and concerns seriously and treats them as an opportunity to improve our organization.

Policies and Guidelines

The mandate of the ALS Society of BC is to make it easy and convenient for the public to contact us with concerns, and receive a response in an appropriate and timely manner:

A. Methods of Communication:

1. **Via Telephone:** 1-800-708-3228. Our phone lines are open Monday to Friday from 8 a.m. to 4 p.m. (PT). Outside of these hours, the caller may leave a message and contact a number and we will make every effort to return their call within the next business day.
2. **Via E-mail –** info@alsbc.ca
3. **Via Mail:**
ALS Society of BC
1233-13351 Commerce Parkway
Richmond, BC V6V 2X7

B. The ALS Society of BC aims to:

1. Work diligently to resolve issues, correct errors, and address the concern.
2. Always treat complainants with courtesy and respect, listen to what they say, keep them informed about progress in addressing the complaint, and provide them with a timely response.

C. From time to time the ALS Society of BC may receive complaints that do not directly relate to its responsibilities. As a charity with limited resources, we must be diligent and use these resources in the best way possible, and so there may be rare occasions when we choose not respond to a complaint. These include:

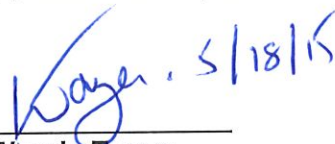
1. When a complaint is about something that the ALS Society of BC has no direct connection to, we may choose to reply to clarify this; however, we are not obliged to do so.
2. When someone unreasonably pursues a complaint that the ALS Society of BC has already responded to, we may choose not to respond to the complaint again, but we will always inform them of that decision.
3. When a complainant is being obviously abusive, prejudiced or offensive in any manner.

4. When a complainant is harassing a staff member.
5. When a complaint is illegible or a complainant unintelligible
6. When a complainant has already been sent to us and numerous other organizations, as part of a bulk mailing or e-mail. In this instance, we would determine whether or not a reply is necessary.
7. The ALS Society of BC cannot respond to complaints made anonymously. However, such complaint will be investigated and the information will be used to support improvements.

Procedures:

- A. All complaints and comments, the complaint will be forwarded to the executive director.
- B. An acknowledgement will be sent to the complainant within five (5) business days.
- C. A formal response, if not covered in the acknowledgement, will be sent within (10) business days.
- D. Depending on the scope of the issue or associated risk outlined in the complaint (e.g. sexual harassment, fraudulent activity, etc.) the ALS Society Board of Directors will be advised.

Approved for implementation:


5/18/15

Wendy Toyer
Executive Director