

POLICY

POLICY:	Responding to Complaints about Agencies or Groups Funded by or through UWYR
APPLIES TO:	UWYR Funded Agencies/Groups
ENDORSED BY:	Board of Directors
EFFECTIVE DATE:	June 4, 2001
TO BE REVIEWED:	Every 3 years in the Fall
DATE LAST REVIEWED:	December 17, 2012
REVIEWED BY:	Community Investment Committee

POLICY STATEMENT:

It is not the role of United Way York Region (UWYR) to mediate or resolve conflicts between a complainant and or agency or group funded by or through UWYR. From time to time, UWYR may receive complaints by staff, volunteers, and members of the general public about the unsatisfactory operation of UWYR funded agencies or groups. To ensure proper accountability to donors and members of the general public, UWYR is obliged to assess and, if and when deemed necessary, take appropriate actions.

The role of UWYR in receiving a complaint against a funded agency or group is to ensure UWYR's funds are not being mismanaged or at risk of being mismanaged and that service delivery to the community is not compromised or at risk of being compromised. UWYR will investigate further if and when it is concerned about mismanagement of funds, compromised services and/or risk to the well-being of agency's clients, volunteers or staff. Without permission, UWYR will not breach confidentiality of the complainant(s) at any point on investigation.

PROCEDURES:

1. UWYR Community Investment Department is the point of contact for receiving, documenting and assessing the complaint based on its validity and scope of potential impact.
2. Community Investment staff will consider follow-up action if the complainant has used and followed the agency's complaint resolution policy and procedures.
3. Community Investment staff may follow up with the agency's appropriate contact to assess the complaint without breaching confidentiality, where possible. Permission from complainant will be sought before further action in cases where a disclosure of identity of the complainant will be obvious or critical for the investigation.
4. Staff will inform the UWYR CEO of the results of the assessment and recommendations for next steps, if any.
5. Staff will follow up with the complainant when an investigation has taken place.
6. For complaints that warrant further investigation, staff will engage the Community Investment Committee to review the complaints and consider the next steps.
7. In the event that an operational review is required to substantiate the information, the procedures of conducting an operational review as outlined in the UWYR Operational Reviews Policy will be followed.