



CORK COMPLAINTS POLICY

PURPOSE:

The purpose of this policy document is to set out procedures in the event of a complaint or dispute that may arise over the course of the direction and management of CORK and CORK events. Complaints or disputes may be about:

The quality of service.

The conduct of CORK staff, directors or volunteers.

CORK operational procedures, or the failure to apply them.

SCOPE:

These procedures are in place in order to address and resolve disputes or complaints. For incidents involving Workplace Violence, refer to the Workplace Violence Policy. For issues involving Harassment or Discrimination, refer to the Harassment and Discrimination Policy.

OUR COMMITMENT:

CORK is committed to dealing with and resolving complaints or disputes as quickly as possible. All complaints and appeals will be handled professionally, confidentially and in a timely manner, in order to achieve a satisfactory resolution that is fair and equitable to all parties.

BEFORE MAKING A COMPLAINT:

Before making a complaint, individuals are encouraged to resolve matters directly where possible. This may involve speaking directly to the staff, volunteer or director in order to attempt to resolve the matter or dispute without a formal complaint.

COMPLAINTS PROCESS:

Should attempts to resolve matters directly or informally not be possible, a complaint may be submitted verbally or in writing (hand delivered or email) to the Event Chair (EC) during a CORK event or to the Executive Director (ED) when a CORK event is not running. The EC or ED may request that the complaint be in writing. If the complaint involves the Event Chair, then it will be forwarded to the Executive Director. If it involves the Executive Director, then the complaint will be forwarded to the Board Chair. Contact information will be collected from the complainant and an approximate timeframe for response will be provided.

COMPLAINT RESOLUTION:

Complaints will be handled as efficiently as possible. The Event Chair or Executive Director will attempt to resolve the matter immediately. If that is not possible, receipt of the complaint will be

acknowledged within 48 hours and that it will be dealt with as expeditiously as possible. If a complainant is not satisfied with a decision, the complainant may submit an appeal to the CORK Executive Committee, and if still not satisfied to the Board of Directors.

RECORD KEEPING:

All complaints will be handled confidentially and will be recorded and include the contact information of the complainant, details of the complaint, who responded, resolution, and outcome. Such records will be retained for two years with appropriate security. Complaints exposing the organization to liability, risk or reputational harm will be reported to the Board of Directors.

POLICY REVIEW:

This policy will be reviewed every three years or as required by the CORK Executive to ensure that it meets the needs of the organization.

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