

United Way of Greater Moncton and Southeastern New Brunswick complaints policy.

This policy and procedure applies to complaints received by United Way of Greater Moncton and Southeastern New Brunswick about our activities, programs, services, staff or volunteers.

Complaints about a specific agency that United Way of Greater Moncton and Southeastern New Brunswick funds should be directed to the agency itself.

## POLICY

United Way believes that every stakeholder, including donors, funders, supporters, agencies, and the public has the right to address concerns and complaints through a defined process with confidence that such concerns or complaints will be dealt with in a timely, fair, respectful and accountable manner.

## PROCEDURE

For the purposes of this policy a complaint is defined as an expression of dissatisfaction about the service, actions, or lack of action by United Way of Greater Moncton and Southeastern New Brunswick as an organization or a staff member or volunteer acting on behalf of United Way of Greater Moncton and Southeastern New Brunswick.

Examples include but are not limited to: perceived failure to do something agreed upon; failure to observe policy or procedures; error made by a staff member/volunteer; or unfair or discourteous actions/statements by staff member/volunteer;

Anyone personally affected can submit their complaint and it will be reviewed in accordance with this procedure:

If you have a complaint or concern, you are encouraged to talk with the staff person or volunteer who is most connected to the concern/situation. You can also submit a complaint/concern in writing (by mail P.O. Box 768 Moncton, N.B. E1C 8M9, fax (506) 858-8600) or email [office@moncton.unitedway.ca](mailto:office@moncton.unitedway.ca).

Your complaint/concern will be directed to the Executive Director who will review all complaints/concerns and ensure that the appropriate individual is engaged.

United Way will handle all complaints in a timely and, to the extent possible, confidential manner. We will only give information to those people necessary for the investigation and resolution of the complaint and only to the extent necessary.

There will be no repercussions to someone bringing forward a complaint in good faith. All United Way employees have a responsibility to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.

A summary of the complaints received including number, type and disposition of the complaints received will be reported annually to the United Way Board of Directors.