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# Complaints Policy and Procedures

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For BC SPCA donors, supporters, adopters and members of the public



THE BRITISH COLUMBIA SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

Approved by the Board of Directors on February 25, 2023

## PURPOSE

The British Columbia Society for the Prevention of Cruelty to Animals (BC SPCA) is committed to providing the highest levels of customer service. However, we recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such complaints or concerns and that there should be avenues within which to do so.

Consistent with our Guiding Principles, the BC SPCA is fully committed to addressing complaints in a timely, fair and respectful manner and to ensuring that complainants are provided with clear and understandable reasons relating to decisions made by the Society.

This policy sets out the process for addressing concerns and complaints which stakeholders may have with the BC SPCA. Complaints relating to enforcement activities undertaken by the BC SPCA will be addressed in accordance with the provisions of the Prevention of Cruelty to Animals Act and/or the Police Act.

This policy is not intended to override or replace existing reporting processes provided for under BC SPCA policies, collective agreements or legislation and does not create an additional reporting forum where another specific process or forum exists.

This policy should be read in conjunction with the Whistleblower Protection Policy.

## DEFINITIONS AND SCOPE

For the purposes of this policy, concern/complaint is defined as an expression of dissatisfaction about the service, actions or lack of action by the BC SPCA as an organization or a staff member or volunteer acting on behalf of the BC SPCA, but shall not include the expression of an opinion on the policies of the BC SPCA.

For the purposes of this policy, stakeholder is defined to include donors, supporters, adopters and members of the public. A complaint may be about our services and programs; fundraising activities; donor relations; volunteer relations; or communications.

## Procedures for Making a Complaint

1. Concerns/Complaints about a specific facility or department of the BC SPCA are to be directed initially to the facility/department itself. If a stakeholder has a complaint or concern, they will bring that concern/complaint to the attention of the staff person most connected to the concern/situation. The staff person will attempt to resolve the situation directly with the stakeholder.
2. In the event that the staff person is unable to resolve the concern/complaint to the satisfaction of the stakeholder, the staff person will document the stakeholders concern/complaint, including the name and contact information of the stakeholder; the date of the concern/complaint; a description of the concern/complaint; the redress sought and the action taken thus far. That information will be forwarded to the staff person's supervisor. In most instances this will be the facility manager or department head.

The supervisor will acknowledge receipt of the concern/complaint within three business days and review and respond in writing to the concern/complaint within 10 business days.

3. If the supervisor is not able to resolve the concern/complaint to the satisfaction of all parties, all documentation relating to the concern/complaint will be referred to a member of the executive leadership team (ELT) or in a limited number of cases, to the Chief Executive Officer (“CEO”). The senior staff person will acknowledge receipt of the concern/complaint within three business days and review and respond to the concern/complaint within 10 business days.
4. Subject to section 5 below, the final decision with respect to the resolution of concerns/complaints rests with the CEO. The CEO may choose to bring a concern/complaint to the attention of the Board of Directors or one of its Committees for review and advice. The CEO will determine the appropriate action or recommendation and will inform the complainant in writing of this information.
5. Complaints relating to the specific conduct of the CEO or a member of the Board of Directors should be forwarded in writing to the Board of Directors of the BC SPCA at [board@spca.bc.ca](mailto:board@spca.bc.ca). The Board, having regard to the Code of Ethics and the Board Director Code of Conduct, will determine the appropriate action or recommendation and will inform the complainant in writing of this information.

#### **Documenting the Complaint**

The BC SPCA will maintain a record of any concern/complaint that is brought to the attention of a member of the ELT and/or CEO. A summary of such concerns/complaints, including number and type, will be reported to the Board of Directors on an annual basis.

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