



Title: Complaints Policy	Policy No.: O 1.1
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Originator(s): Operations	Initial Issue Date: December 1, 2010
Owner: Chief Operating Officer	Next Review Date: November 1, 2025
Key Words: Complaints; Informal; Formal; Concerns	Effective Date: November 1, 2022
Reviewed by: Risk, Operations, Diversity, Equity, Inclusion and Belonging, Human Resources	Approved by: Policy Sub-Committee

1.0 Purpose

To ensure that complaints received from members of the public about YMCA of Greater Toronto services and programs are dealt with promptly and fairly.

2.0 Persons Affected

This Policy applies to members of the public who participate in YMCA of Greater Toronto services and programs.

3.0 Policy

YMCA of Greater Toronto is committed to providing an environment in which all people join together in activities that will be conducive to their intellectual, emotional, spiritual, social and physical wellbeing while contributing to the betterment of the community. YMCA recognizes that from time to time there may be concerns or complaints. This policy addresses the process for bringing forward a complaint or concern.

Every effort will be made to resolve complaints in a timely fashion. When receiving any complaint, whether written or verbal, staff will listen and seek to understand the complaint and may attempt to resolve it immediately. If follow-up is required, staff will record the complainant's contact information including name, phone number and email address (if any).

Any YMCA staff member who receives a complaint will maintain confidentiality by not discussing allegations with other individuals, except on a "need to know" basis.

No person, who in good faith submits a complaint under this Policy, will be subjected to retaliation.

A summary of all formal complaints, including number and type, will be provided to the Board/Board Committee on an annual basis.

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4.0 Definitions

Complaint means an expression of dissatisfaction with regard to a service, activity or program. A complaint typically arises when a person believes:

- YMCA has failed to do something agreed-upon or expected
- YMCA policy or procedures have not been followed or are perceived to be unfair or inadequate
- An error has been made
- YMCA employees or volunteers have acted improperly.

A complaint is distinct from an inquiry, feedback or a suggestion.

Good faith refers to honesty, sincerity, and the absence of deception or improper motive.

5.0 Procedures

Informal Complaint

You are encouraged to speak with a senior staff about a concern. In most cases, raising an issue with a senior staff will resolve the matter. You may do this either in person, by phone or by email. Senior staff is involved in handling concerns as they arise and will escalate to the relevant General Manager if the situation remains unresolved.

Formal Complaint

If your complaint is not resolved informally, you may make a formal complaint in writing (by mail or email) to:

YMCA of Greater Toronto
90 Eglinton Avenue East, Suite 300
Toronto, ON M4P 2Y3

Attention: Contact Centre

Or

memberservices@ymcagta.org

Please provide your contact information as YMCA will not respond to an anonymous complaint.

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If you require an accommodation in order to make a complaint, YMCA will facilitate this process in accordance with YMCA's Accessibility Policy, also available on our website.

YMCA is committed to a fair process when dealing with complaints. YMCA will respond within 3 business days to confirm that your complaint has been received. YMCA aims to resolve all complaints within 30 days of receipt. If this timeline cannot be met, you will be informed of the reasons and given a revised timeframe. Upon completion of our review, you will be provided with reasons for the decision relating to the outcome, which will complete the formal complaint process.

7.0 References and Links / Related Documents including links to Management Practices

Human Rights Policy: https://ymcagta.org/-/media/pdfs/about_us/human-rights-policy.pdf

Accessibility and Customer Service Policy: https://ymcagta.org/-/media/pdfs/about_us/accessibility_and_customer_service_policy_september22_2016.pdf

8.0 Review/Revision History

Date	Revision No.	Revision Type	Reference Section(s)
November 1, 2022	3.0	Minor	Update to address and internal references.
March 1, 2016	2.0	Minor	N/A
December 1, 2010	1.0	New Policy	N/A