

# Complaints Policy

This policy applies to all complaints received from non-ISNA Canada employees including members, donors, volunteers, and other stakeholders.

Employees related complaints follow the Dispute Resolution Policy in the Employee Handbook.

## Definition

Complaints are defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by ISNA Canada, or the way an ISNA Canada employee or volunteer carries out their duties. Complaints typically arise when a person believes:

- ISNA Canada has failed to do something agreed upon or expected
- An ISNA Canada policy or procedure has not been followed
- An error has been made
- ISNA Canada employees or volunteers acted in a wrongful way.

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

Anyone who has a concern/complaint is encouraged to talk with the employee at ISNA Canada who is most connected with the situation to resolve it before it becomes a formal complaint. This informal process can be used to resolve many matters of simple error that can be corrected to the satisfaction of the person with the complaint.

To launch a formal complaint, the Complainant must submit his/her concerns in writing and identify himself or herself. ISNA Canada will not respond to verbal or anonymous complaints; however, accommodations will be made for individuals with disabilities.

Once a formal complaint is received in writing, ISNA Canada is committed to handling the complaint promptly, consistently, and fairly. The Complainant will be treated with respect and will be kept informed of the status of the complaint, the investigative steps being followed, and expected timelines for resolution.

Upon completion of the investigation, the Complainant will be provided with clear reasons for the decisions relating to the complaint. If the Complainant is dissatisfied with the outcome, he or she may appeal the decision and have the matter escalated to the Executive Director or the ISNA Canada Board of Directors. All decisions made through the appeal process are considered final.

To ensure transparency in the way complaints are being handled, ISNA Canada will ensure that its Complaints policy, as may be amended from time to time, is available on its website.