



COMPLAINTS

A complaint is an expression of dissatisfaction about an activity, program, service, action, or lack of action by SOWINS as an organization or by its' Team Members.

Anyone personally affected who feels dissatisfied with any of the activities, services, or actions of SOWINS may submit a complaint.

POLICY STATEMENT

1. All complaints are addressed promptly and resolved as quickly as possible.
2. Review of complaints is fair, impartial and respectful to all parties.
3. Individuals making complaints are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
4. Individuals making complaints are provided clear reasons for decisions relating to complaints.
5. All complaints are documented and reported to the Board of Directors, and are used to inform future policy, procedures and to improve services where applicable.

Process

Donors, clients, or other persons personally affected by SOWINS are encouraged to complain to the SOWINS Team Member involved directly in order that the situation may be resolved. If resolution is not forthcoming, you are encouraged to speak to a Supervisor or the Executive Director.

Written complaints may be submitted to the Executive Director:

Debbie Scarborough, Executive Director
#102 – 1027 Westminster Avenue W
Penticton, BC V2A 1L4
execdirector@sowins.com
250 493-4366 ext 101



If satisfaction has not been achieved, the outcome of a complaint may be submitted in writing to: SOWINS Board of Directors c/o #102 – 1027 Westminster Avenue W Penticton, BC V2A 1L4.