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Person(s) Responsible: to be determined	Scheduled Review Date: to be determined

Service Feedback and Complaints Resolution Policy

Introduction

The Child and Youth Care Educational Accreditation Board of Canada (CYCEAB) puts member needs at the very heart of the way we develop and enhance our services. Feedback is part of our ongoing consultation process which we will use to learn and continuously improve our service.

CYCEAB recognizes that feedback may be formal or informal and it may come in the form of complaints. We believe it is important to establish a mechanism to receive all feedback and resolve issues or complaints regarding our services, our programs, and those who represent CYCEAB including board directors, contractors, reviewers, and volunteers.

Purpose

This policy sets out a mechanism for members and others to provide feedback on CYCEAB’s service, its policies and procedures, its systems and processes, and its people. Feedback requests may be organized by CYCEAB, or there may be others who spontaneously provide feedback. Formal complaints may be launched when issues cannot be resolved at the point of origin.

Scope

Feedback is welcomed.

Definitions

- Representatives of CYCEAB: Those who provide CYCEAB services and act upon CYCEAB’s behalf. This includes all volunteers, current board directors, staff, contractors, committee members, contractors, and reviewers.
- Members: Those organizations and their employees who have paid the annual membership fee and are in good standing.
- Complaint: An expression of dissatisfaction by one or more people about the standards of service provided by CYCEAB.
- Informal Feedback: Informal feedback can be more subjective, and it is presented in a less formal manner, e.g., verbally or by email.
- Formal Feedback: Formal feedback is presented in a more formal manner than informal feedback, e.g., letter or written complaint.
- Formal Complaint: A formal complaint is formal feedback about non-compliance to bylaws, policies and procedures, or standards of conduct.
- Complainant: A person who made a complaint is a complainant.

Complainee:	A person who is the subject of a complaint.
Equity:	Equity is the promotion of fairness and justice for each individual that considers historical, social, systemic, and structural issues that impact experience and individual needs. ¹
Diversity:	Diversity is a measure of representation within a community or population that includes identity, background, lived experience, culture, and many more. ¹
Inclusion:	Inclusion is the creation of an environment where everyone shares a sense of belonging, is treated with respect, and is able to fully participate. ¹

¹ University of Toronto - [Equity, Diversity & Inclusion | VPRI \(utoronto.ca\)](https://utoronto.ca/equity-diversity-inclusion/)

Policy Statement

CYCEAB is committed to providing high-quality service and support. The drive for excellence is at the core of everything we do and therefore, we welcome feedback to ensure that it is woven throughout the work of the organization and those who represent CYCEAB. This policy outlines the organization’s commitment to meeting member needs and resolving issues in a timely and effective manner.

Feedback can be provided both formally and informally. Informal feedback can be input from individuals or groups with the view to improving CYCEAB’s policies and procedures, its processes including that of accreditation, and its standards for accreditation and service. It may involve feedback on an issue or problem related to process, policy, or service. Informal feedback is often subjective and may be provided verbally or by email and collected by CYCEAB hosting a focus group or sending a survey.

Formal feedback may take the form of a written letter or a formal recording (paper, digital, or video) about the work of CYCEAB, its members, its accredited programs, and its representatives, e.g., testimonials.

Formal feedback can also be provided through the launch of a complaint. A formal complaint or an appeal of a decision must be presented in an objective, concrete, and easy-to-analyze form.

Standards of Service

We will always:

- Strive to improve our accreditation standards and the accreditation process and its associated documentation.
- Be polite, professional, and courteous.
- Treat people with respect, and that involves using words and expressions that are not considered discriminatory or offensive, and that do not imply the exclusion or stereotyping of groups of people.
- Be deliberate in promoting equity, diversity, and inclusion throughout our work and service.
- Be responsive to inquiries and requests.
- Maintain confidentiality as per 3.3 of the Policies and Procedures Manual.
- Report any conflict of interest as per 3.4 of the Policies and Procedures Manual.
- Follow up on promised actions.
- Handle complaints promptly and effectively.
- Continuously strive to improve our level of service.

Service Feedback Procedures

Responsibilities

It is the responsibility of the Board of Directors and all representatives of CYCEAB to adhere to CYCEAB Bylaws, Policies and Procedures, and Standards of Service and, in turn, be responsive to feedback.

Processes

- 1.0 CYCEAB and its committees will proactively seek feedback from members and others on its bylaws, policies and procedures, processes, accreditation tools and documentation, and service.
 - 1.1 This feedback will be collected by the best means possible which may include online surveys or scheduling meetings with focus groups.
- 2.0 CYCEAB will welcome and respond to all feedback, whether formal or informal and those providing feedback are encouraged to provide feedback in a polite and respectful manner.

Informal Feedback

- 3.0 Individuals or groups may provide informal feedback on CYCEAB and its bylaws, policies and procedures, and its processes, verbally, by email, or through participating on CYCEAB surveys and in focus groups.
 - 3.1 Individual feedback on all matters relating to accreditation should first be presented or discussed with the Accreditation Coordinator and/or the Chair of the Standards and Implementation Committee.
 - 3.2 Individual feedback on bylaws and policies and procedures should first be discussed with the Operations Manager and/or the Chair of the Policies and Procedures Committee.
 - 3.3 When there is significant feedback, whether by its nature or volume, the relevant CYCEAB representative will call a focus group meeting with the relevant individual or group.
- 4.0 Individuals may provide informal feedback on the service provided by CYCEAB and/or a CYCEAB representative verbally or by email.
 - 4.1 If a person feels comfortable doing so, they are invited to address a service issue with the person concerned. The person providing feedback would identify the alleged behaviour, explain why the behaviour is not meeting service standards, and ask that the behaviour stop or change.
 - 4.2 This is not a compulsory step. If a member does not feel comfortable addressing the issue directly with the person, or the behaviour continues after it is addressed, formal feedback including complaints can be launched.

Formal Feedback

- 5.0 Individuals or groups may wish to provide formal feedback by letter to the President of CYCEAB or through a written or recorded testimonial.
 - 5.1 This formal feedback will be sent to the CYCEAB business office.
 - 5.2 Formal feedback will be retained for a period of time deemed useful by CYCEAB.
- 6.0 Individuals or groups may provide formal feedback in the form of a complaint in one of the following situations:
 - 6.1 Non-compliance of CYCEAB's mission, bylaws, policies and procedures, or process.
 - 6.2 Non-compliance of the Standards of Services by a CYCEAB representative or representatives. This includes a breach of confidentiality and conflicts of interest. See sections 3.3 and 3.4 of the Policies and Procedures Manual.
- 7.0 Formal complaints must be made in writing and addressed to the President of CYCEAB and sent via email or paper mail to the CYCEAB Operations Manager and Senior Governance Officer. The written complaint must include the details and nature of the complaint and the alleged conduct of which complaint is made.
 - 7.1 The Operations Manager will forward the complaint to the CYCEAB President.
 - 7.2 When the complaint is about the Operations Manager, the complainant will forward the formal complaint directly to the President of CYCEAB.
- 8.0 The CYCEAB Operations Manager and/or the President will acknowledge receipt of the formal complaint to the complainant and will keep the complainant apprised of timelines around resolution. Every effort will be made to respond to the complainant and or identify resolution in a timely, practical, and realistic manner.
- 9.0 The President or designate will discuss with the complaine(s) how a complaint has been received about their service and the nature of the complaint. The President or designate will then determine, depending on the nature of the complaint, how it should be handled. There will generally be three options:
 - 9.1 The President or designate(s) will investigate by seeking information from all parties involved and will identify resolution; or

- 9.2 The President or designate will assist all interested parties in resolving the formal complaint themselves; or
 - 9.3 The President will refer the formal complaint to the Executive Committee for resolution.
 - 9.3.1 Should a formal complaint be submitted by an accreditation applicant prior to the completion of the accreditation process, the Executive Committee will identify board director(s) or contractors to investigate and propose resolution to the Executive Committee.
 - 9.3.2 Should the complaint by an accreditation applicant be submitted prior to the completion of the accreditation process, the Executive Committee will determine whether contacting them for input will impact the integrity of the accreditation process.
 - 9.3.3 The Executive Committee will determine the best resolution based on the information collected by the investigators.
 - 10.0 The President or designate(s) will contact the complainee by telephone or video call (in person when possible is preferred) and discuss with them the resolution and discuss next steps. When the complaint does not warrant removal of the complainee from the organization (see HR Removal Policy), the President will discuss with the complainee what they need to prevent future issues. This may include professional development.
 - 11.0 After the President or designate(s) has discussed the resolution with the complainee and the appropriate measures have been taken, the President or designate will contact the complainant by telephone or video call to let them know the issue has been resolved and how. This will be done in a respectful manner for all involved.
 - 12.0 After the President or designate(s) has discussed the resolution of the complaint to the complainant, a formal letter will be issued by the President to the complainant. The letter will refer to the date the complaint was received and the nature of the complaint and its resolution.
 - 13.0 The board will be kept informed of all complaints and their resolution. When there is a significant span of time in seeking resolution, the board will be kept apprised of all activities.
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