



Summit Complaints Process

Summit values your feedback and strives to ensure any concerns or complaints are responded to in a prompt, fair and respectful manner. You are encouraged to bring forward suggestions, comments, and complaints about Summit and you are entitled to resolution in a timely manner within the available resources and scope of service.

What is a complaint?

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by Summit as an organization or a staff member or volunteer acting on behalf of Summit.

Examples may include but are not limited to:

- A mistake or error made by a staff member or volunteer
- Unfair or impolite treatment by a staff member or volunteer
- A staff member or volunteer not doing something agreed upon

Steps to follow:

Summit encourages complaints to be submitted in writing wherever possible to ensure all the details of the complaint are captured accurately. Complaints must be submitted by the individual experiencing the concern. Staff are here to help you and can help you complete the complaint form.

Anonymous or second hand complaints cannot be investigated as we are not able to follow up to confirm details of the complaint and collect further information. All anonymous or second hand complaints will be forwarded to the Executive Director, or the Board Chair if the complaint is about the Executive Director, who will screen the document for safety issues, such as threat to person, site or brand.

1. If you feel that you have received unfair treatment, or would like to provide a comment or suggestion, you should discuss it with the appropriate Program Manager. The Program Manager will investigate the concern and will respond to you within five (5) working days. The Program Manager can help you complete this form if further action is needed.
2. If you are not satisfied with results of step one, you can contact the appropriate Director within five (5) working days of completing step one. The appropriate Director (or designate, if the Director is absent) will review your form and will respond (in writing) within five (5) working days.



3. If the situation remains unresolved after step two, you can submit an appeal in writing to the Executive Director within five (5) working days of receiving your response from the Director in step two. The Executive Director (or designate, if the Executive Director is absent) must respond within five (5) working days. The appeal should state why you are not satisfied with step one and two, rather than reiterating the original issue.
4. If the situation remains unresolved after step three, then you, through the Executive Director, can submit the appeal in writing to the agency's Board of Directors within five (5) working days of completing step three. The Board will investigate the situation and a Board Member delegate will meet with you within ten (10) working days, and state their decision, in writing, within five (5) working days after this meeting

Should you decide not to proceed with the steps of this appeal procedure within the stipulated time limits, it shall be assumed that your appeal has been abandoned or withdrawn. However, you and the Summit Management Team or Board may mutually agree to extend the time limit. You will be free of any reprisal or retaliatory action arising from expressed opinions. Under no circumstances will there be barriers to any services due to any complaint or suggestion made. Staff will assist you and will advocate on your behalf to ensure that your right to voice an opinion is upheld.

Please do not hesitate to ask questions about this process. Staff are available to assist you through every step of the process, if needed.

Managers

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Summit Housing & Outreach Programs

Comments/Complaints Form

Name:	
Phone:	
Email:	
Date Completed:	

Suggestion / Comment / Complaint:

How would you like this resolved?

Previous history of this suggestion / comment / complaint:

<i>Summit Management use only:</i>	
Date received:	
Received by:	