

Responsibilities and Expectations

MVCA is committed to providing all Board members, volunteers and the public with a safe and respectful working environment and/or event venue.

This policy only deals with occurrences that are deemed non-criminal or by-law related; other occurrences will be referred to the appropriate policing authority.

Definition

Incident/ Complaint – An event/action (typically negative) that occurs at a specific date and time. It may result in a complaint which is a formal expression, in writing or verbally, of allegations related to the incident.

The **Board of Directors** is committed to:

- investigate, record and respond to any verbal or written complaint or incident brought to its attention,
- dealing with a complaint/incident in a timely, sensitive and confidential manner,
- determining whether an allegation is substantiated,
- determining and implementing corrective action as appropriate where a complaint/incident is substantiated, and
- maintaining a written record of the occurrence/investigation/action taken in a safe and secured place for the period of seven (7) years.

Procedures for handling a Complaint/Incident

Complaints/incidents are to be referred to the **President of the Board of Directors**. The President will then refer the incident to an appropriate Board Member or an external consultant if appropriate for investigation.

Complaint(s)/Incidents may be verbal or in writing. If the complaint is made verbally, the investigator will record the details provided by the person making the complaint. The complainant should be prepared to provide details such as what happened; when it happened; where it happened; and who else was present (if applicable). Complaints should be made as soon as possible after the occurrence.

The investigator will then inform the other party that a complaint has been raised against them and provide them with details of the allegation(s).

Substantiated Complaint: If a complaint is substantiated, the **Board of Directors Executive** will decide what action is appropriate. Both parties to the complaint will be advised, in writing, of the decision but not corrective action taken.

Policy Review: The **Board of Directors** is responsible for: the administration of this policy; reviewing this policy annually, or as required; and making necessary adjustments to ensure that this policy meets the needs of the organization.