

Public Complaint Policy

PREAMBLE

The Peachland Wellness Centre (PWC) is a non-profit organization dedicated to promoting health, well-being, and inclusion within our community. Maintaining trust and accountability to the public is central to our mission and values.

This policy outlines the procedures and principles by which PWC receives, manages, and responds to complaints from members of the public. It ensures that concerns are addressed fairly, promptly, and in compliance with applicable provincial legislation and organizational values.

This policy applies to complaints related to the delivery of programs and services, the conduct of staff or volunteers, privacy matters, or issues of discrimination or accessibility.

1. Complaint Receipt and Acknowledgement

- 1.1 PWC encourages feedback from the public and recognizes that complaints can be an opportunity to improve services and operations.
- 1.2 Complaints may be submitted by email, mail, phone, in person, or via an accommodation method suitable to the individual.
- 1.3 Complaints must include sufficient detail to allow for appropriate review and resolution, including contact information (unless submitted anonymously), a description of the concern, and relevant dates or individuals involved.
- 1.4 All complaints will be **acknowledged** within five (5) business days of receipt.

2. Complaint Review and Resolution

- 2.1 Complaints will be assigned to the appropriate staff person, Executive Coordinator (EC), or Board designate for review.
- 2.2 A substantive response will be provided within thirty (30) calendar days. If more time is required, the complainant will be informed of the delay and the expected timeline.
- 2.3 If the complaint involves the EC or a conflict of interest, a designated member of the Board of Directors will oversee the investigation and response.
- 2.4 Responses may include corrective actions, process changes, further review, or referral to external agencies if appropriate.

3. Appeals Process

- 3.1 If the complainant is dissatisfied with the resolution, they may request a formal review by the Board of Directors or an assigned committee.
- 3.2 The Board's decision on the matter shall be considered final within the internal

4. Privacy and Confidentiality

- 4.1 All personal information collected during the complaint process will be handled in accordance with the **BC Personal Information Protection Act (PIPA)**.

- 4.2 Information will only be shared on a need-to-know basis and for the purposes of resolving the complaint.

5. Protection from Retaliation

- 5.1 No individual will face retaliation for submitting a complaint or participating in an investigation in good faith.
- 5.2 Any such behaviour will be subject to corrective action by PWC.

6. Accessibility and Accommodation

- 6.1 PWC is committed to ensuring the complaint process is accessible to everyone, including individuals with disabilities or language barriers.
- 6.2 Accommodations will be made upon request to support full participation in the complaint process.

7. External Oversight

- 7.1 If a complaint involves legal, privacy, or human rights matters and is not resolved internally, individuals may contact the following external bodies:
- Office of the Information and Privacy Commissioner (OIPC – BC) – for privacy and data concerns
 - BC Human Rights Tribunal – for discrimination and accessibility complaints
 - BC Ombudsperson – for complaints about procedural fairness (where applicable)

8. Record-Keeping and Reporting

- 8.1 All complaints and their outcomes will be documented and stored securely by the EC, in accordance with the Records Retention and Disposal Policy.
- 8.2 A summary of complaints and trends will be reviewed annually by the Board of Directors to inform continuous improvement.

9. Policy Review

- 9.1 This policy shall be reviewed and updated every 2 years or less as needed by the Board of Directors to ensure continued compliance with legislation and community needs.

Approved: May 2025

Next Review date: May 2027

President's Signature of Approval: *Kym Martin*