



HFS Volunteers Complaints and Appeals Policy and Procedures

GENERAL PRINCIPLES

- Homes First aims to create an environment where volunteers feel valued. We recognize that there may be occasions when volunteers have concerns and this procedure enables all volunteers to raise issues more formally.
- We will respond professionally and appropriately to all complaints from volunteers
- The complaints policy may be applied when a volunteer feels that they have not been treated fairly and consistently and/or when the general standards of behaviour that are expected from both staff and volunteers are not adhered to
- All complaints will be handled as confidentially as possible and will be treated seriously.
- Anonymous complaints will not be considered.

Step 1: Informal Complaints to Volunteer Coordinator

- The volunteer can bring their verbal complaint to the Volunteer Coordinator to jointly attempt an amicable solution.

Step 2: Formal Written Complaints

- If an amicable solution is not possible, the volunteer can submit a written complaint (e-mail or letter) to the Volunteer Coordinator.
- The Volunteer Coordinator will bring the matter to Human Resources and may respond in writing or arrange to meet with the volunteer within seven working days.

Step 3: Unresolved complaints

- If the complaint remains unresolved, the volunteer should forward a written appeal to the Human Resources Manager.
- The Human Resources Manager will contact the volunteer to discuss the case and seek a resolution.
- A decision will normally be made within fourteen business days.

If the complaint is about the Volunteer Coordinator, the volunteer can submit a complaint to the Human Resources Manager, who will respond within fourteen business days.

Appeals Process:

Volunteers can appeal decisions in writing to Human Resources, and may bring a support person to meetings on these issues. At all stages volunteers have the right to put their case forward.

All formal complaints will be responded to in writing, recorded and confidentially stored for a period of two years.

Other Avenues for Complaints and Appeals:

- Staff will encourage and support volunteers in following the HFS Volunteer Complaints and Appeals Policy and Procedure; however, if the individual making the complaint is still not satisfied, they may lodge a complaint with the City's Office of the Ombudsman (375 University Ave, Suite 203, Toronto, ON M5G 2J5; 416-392-7062; ombudsman@toronto.ca)

-
- Created on February 1, 2018.
 - Approved by HFS Management Team on August 8, 2019.
 - This Policy applies to all of Homes First.