



# YMCA Canada Feedback Policy

**Policy Number:** 08  
**Area:** Administration  
**Board Approval:** March 5, 2021  
**Applicable to:** YMCA Canada National Board and staff  
**Scheduled Review Date:** March 2026

## Background and Purpose

YMCA Canada recognizes that from time to time there may be compliments, comments, or complaints from our stakeholders. We view this feedback as an opportunity to learn, to improve, and in the case of a complaint, it's a chance to put things right for the person or organization that has made the complaint.

The purpose of this policy is to specify the role of YMCA Canada regarding feedback from our stakeholders including donors, funders, supporters, and the public.

Compliments, comments, or complaints about an individual YMCA should be directed to that YMCA's President and CEO. Each YMCA is a self-governing charity under the leadership of its own board of directors.

## Definitions

A compliment is a comment that commends YMCA Canada or an individual associated with YMCA Canada.

A comment is the expression of a personal opinion or belief regarding YMCA Canada activities.

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by YMCA Canada as an organization, or a volunteer or staff member acting on behalf of YMCA Canada. Examples of complaints include but are not limited to:

- Perceived failure to do something agreed upon
- Failure to observe policy or procedures
- Error made by a volunteer or staff
- Unfair or discourteous actions/statements by a staff or volunteer

## **Policy Statement**

YMCA Canada is committed to high standards of conduct and to continuous improvement. In keeping with our mission and values, we appreciate feedback from our stakeholders. We strive to resolve any complaints in a timely, fair, and respectful manner.

## **Policy Description**

- 1.1 Feedback regarding member Associations is responded to using the procedures outlined in the YMCA Canada Human Resources Handbook.
- 1.2 Feedback regarding YMCA Canada can be received verbally or in writing.
- 1.3 Feedback regarding YMCA Canada is responded to as follows:
  - Compliments and comments are acknowledged by the person who receives them and forwarded to the General Manager. If the General Manager determines that an additional response is appropriate, it will be provided within two (2) business days.
  - Complaints are responded to following the procedures outlined in Appendix A. These procedures are reviewed annually by the Chief Financial Officer. The President and CEO of YMCA Canada reports annually to the National Board on the number, type and resolution of complaints received.

## **Accountability**

The President and CEO is accountable to the National Board for implementation of this policy.

## **Related documents and/or relevant legislation**

YMCA Canada Human Resources Handbook

## **Appendix A: Procedures regarding complaints about YMCA Canada**

### Receiving Complaints

1. Written complaints may be mailed to YMCA Canada at 1867 Yonge Street, Suite 601, Toronto, Ontario M4S 1Y5 or sent by email to [services@ymca.ca](mailto:services@ymca.ca). YMCA Canada will acknowledge receipt of a written complaint within two (2) business days.
2. Verbal complaints may be made by phone to 416-967-9622 or in-person at YMCA Canada, 1867 Yonge Street, Suite 601, Toronto Ontario M4S 1Y5. YMCA Canada will acknowledge that the complaint has been received and gather basic contact information including the complainant's name, phone number and email address for follow-up purposes.  
*Note – Due to the pandemic, YMCA Canada staff are working from home and in-person complaints at the office are not possible.*
3. The YMCA Canada staff who initially receives the complaint will determine the appropriate person to address the complaint. This is generally the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem.
4. If the complainant requests anonymity, this will be provided. However, any person reporting a concern or complaint is encouraged to identify themselves as anonymous reports may limit the ability to conduct fulsome fact finding relevant to addressing the complaint.

### Resolving Complaints

1. Every effort is made to resolve complaints quickly. When receiving a verbal complaint, staff are expected to listen and to seek to understand the complaint. Within three (3) business days of acknowledging the complainant, appropriate steps for resolving the complaint will be determined and implemented, considering any suggestion towards resolution received from the complainant.
2. Where a complaint cannot be easily resolved, it will be escalated to the relevant member of the YMCA Canada Executive Leadership Team. If this person cannot resolve the complaint, it will be escalated to the President and CEO of YMCA Canada. If the complaint is about the CEO, it will be handled by the Chair of the National Board.
3. Complainants will receive a status update within three (3) business days of receiving an acknowledgment of their complaint. Further updates will be provided as necessary.
4. Complaints involving a breach of YMCA Canada policies including but not limited to discrimination, violence and/or harassment shall be handled in accordance with the procedure identified under the relevant policy.

### Documenting complaints

1. The staff member who addresses the complainant's issue is required to record complaints on a complaint tracking worksheet that is maintained by YMCA Canada's General Manager. Information recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, a description of the resolution and date of communication to the complainant.
2. A summary of the complaints received including number, type and resolution is reported annually to YMCA Canada's Board of Directors.

### Learning from complaints

1. The Chief Financial Officer reviews annually the complaints tracking worksheet to identify any trends which may indicate a systems or operational issue that warrants further action.