

### **General Complaints Policy (website)**

Autism Canada recognizes and values the commitment of its donors to the work of Autism Canada and to the wellbeing of the people we serve. Autism Canada welcomes the comments, suggestions and complaints provided by its donors, supporters, and key stakeholders (those on the autism spectrum living in Canada) which contribute to improvements to its programs, services, and advocacy efforts. Autism Canada provides various opportunities to receive such communications, such as telephone, letter, or email.

Autism Canada is committed to treating comments, suggestions and complaints in a fair, responsible and consistent manner. To demonstrate this commitment, this policy will be posted on the Autism Canada's Website.

The Executive Director and Management Team is responsible to ensure there are open, effective, and efficient means in which donors, supporters, stakeholders, and the general public can voice their comments, concerns and complaints. The Executive Director and Management Team is also responsible to ensure that there is an effective and efficient escalation process in place, for complaints which cannot be effectively dealt with in a timely manner.

The Executive Director and Management Team is responsible to:

- Ensure that this policy, and any associated policies, are carried out in an effective and timely manner and in accordance with the wishes and intent of the board;
- Ensure that there are effective procedures in place to process all comments, suggestions and complaints in a timely manner;
- Ensure there is an appropriate escalation process in place for unresolved or significant issues and complaints; and
- Ensure there is a process in place to advise the Executive Director and Management Team of all unresolved or significant issues and complaints. The Executive Director and Management Team is also responsible to provide regular reports (at least annually) to the Board regarding the number, types and disposition of the complaints received.

Definitions:

**Complaints:** *Any expression of dissatisfaction with Autism Canada, its work, processes, or with its employees, representatives or volunteers.*