

Complaints Policy

Oxfam believes that any stakeholder has the right to make a complaint, have that complaint addressed and receive a response to the complaint. In the event of a mistake, wrongful action, or breach of the codes to which Oxfam Canada subscribes the error or breach will be acknowledged and steps to remedy it will be indicated.

Making a complaint

The Oxfam Canada website will provide information to stakeholders on how to make a complaint about Oxfam Canada's activities. Complainants will be encouraged to submit their concerns in writing, by email or mail to the Executive Director or the appropriate manager. If the complaint is against the Executive Director or a member of the Board other than the Chair of the Board, it may be sent to the Chair of the Board. In the case where the complaint is against the Board Chair, it may be sent to the Vice Chair.

Handling a complaint

All complaints will be logged and then referred to the relevant person for follow up as appropriate.

Oxfam Canada will endeavour to assess and respond to complaints in writing as quickly as possible. Complainants will be kept informed of delays to investigation of an issue (e.g. due to unavailability of relevant personnel, etc.). Every effort will be made to address and resolve the complaint.

If the complaint is well founded, Oxfam Canada will endeavour to provide redress (e.g. a retraction, or recompense, etc.), or where this is not possible or appropriate, provide a formal written apology.

If the complainant concludes that a complaint against a staff member has not been satisfactorily addressed, the issue will be referred to the management team for a response through the Executive Director. If the complainant is still not satisfied, they can request that the issue be raised with the Board.

If the complaint is against the Executive Director or a member of the Board other than the Chair of the Board, the complaint will be handled by the Chair of the Board or by a person designated by the Chair. If the complaint is against the Chair of the Board, the complaint may be handled by the Vice-Chair of the Board.

Frivolous or vexatious complaints will not be investigated.

Harassment complaints

Oxfam Canada has a harassment policy that governs the handling of harassment complaints.

Grievances

Complaints from staff that arise from the issues related to their employment conditions are handled through the grievance procedure set out in their collective agreement or by other processes as appropriate.