

Policy name	Complaints Policy
Source	Oxfam Canada
Responsibility	Governance Committee of the Oxfam Canada Board of Directors
Date first approved	2013
Date last updated	February 2022
Next review date	2025

BACKGROUND

Oxfam believes that anyone 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, Oxfam Canada will acknowledge and take steps to remedy the error or breach.

PROCEDURE FOR MAKING A COMPLAINT

The Oxfam Canada website will provide information on how to make a complaint about Oxfam Canada’s activities. Complainants will be encouraged to submit their concerns by email or phone. The information will then be forwarded to the relevant person for follow-up as appropriate.

GUIDELINES FOR HANDLING A COMPLAINT

Oxfam Canada will make every effort to address and resolve all complaints. Frivolous or vexatious complaints will not be investigated.

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

- If the complaint is against a member of staff, the Executive Director will handle the complaint.
- If the complaint is against the Executive Director or a member of the Board of Directors (other than the Chair of the Board), the Chair of the Board (or their delegate) will handle the complaint.
- If the complaint is against the Chair of the Board, the Vice-Chair of the Board will handle the complaint.

Oxfam Canada will endeavour to assess and respond to complaints in writing within two weeks. Complainants will be kept informed of delays to investigation of an issue (e.g. due to unavailability of relevant personnel, etc.).

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 has not been satisfactorily addressed, they can request to raise the issue directly with the Oxfam Canada Board of Directors.

EXCEPTIONS TO THE POLICY

Complaints related to workplace harassment or violence

Oxfam Canada has a Workplace Harassment Policy (2022) and a Workplace Violence Policy (2022) that govern the handling of these complaints.

Grievances

Complaints from staff related to their employment conditions are handled through the grievance procedure set out in the Oxfam Canada Collective Agreement or by other processes as appropriate.