

Operating Policy

Canada and Bermuda Territory



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|---------------|-------------------------------|------------------|-----------|
| Policy | External Complaints Policy | | |
| Value | Service, Dignity, Stewardship | OP Number | GV 01.011 |

1. Policy

The Salvation Army (TSA) is committed to meeting the needs of our communities. While TSA strives for excellence in all it does, it is possible that in its attempt to provide services and programs, there may be occasions when a complaint arises that requires further attention and appropriate response.

All complaints will be given appropriate consideration without reprisal or discrimination.

TSA is committed to listening to feedback, including suggestions, requests, recommendations and complaints, and responding fairly, respectfully and in a timely manner.

TSA will consider all complaints/feedback as an opportunity for growth and continuous quality improvement.

2. Purpose

The purpose of this policy is to state the provisions/requirements/expectations for receiving and responding to external complaints.

3. Scope

This policy applies to all TSA ministries and services in the Canada and Bermuda Territory.

4. Definitions

| Term or Acronym | Description |
|--------------------|--|
| External Complaint | Any written or verbal statement from a member of the public, donor or stakeholder who raises a concern regarding TSA ministry or service. |
| Mission Partner | All officers, auxiliary-lieutenants, auxiliary-captains, envoys, cadets, employees (full-time, part-time, casual or on contract) and volunteers. |

5. Roles and Responsibilities

5.1. Mission Partners

Responsible for complying with the requirements of this policy.

5.2. Territorial Communications Department

Responsible for responding to complaints appropriately and promptly and escalating complaints as required.

Maintaining records of the complaint, investigation and response.

Informing the territorial secretary for communications of complaints and resolutions.

5.3. Territorial Secretary for Communications

Responsible for providing support and oversight to the complaints process.

Reporting annually to the Governing Council of The Salvation Army in Canada, outlining the number and types of complaints received and how they were addressed.

5.4. The Salvation Army (TSA)

Responsible for ensuring its policies meet TSA's mission and operational requirements in a fair and reasonable manner.

6. Policy Requirements

External complaints are confidential and are shared only with the individuals who need to be aware or are required to participate in the response or investigation of a complaint. TSA mission partners will keep details of a complaint investigation confidential and will not provide details to others during or after an investigation. However, if the complaint involves allegations of illegal or unethical behaviour, information may need to be shared with external authorities.

Complaints may be made using the complaint policy on the SalvationArmy.ca website or through [GV 01.008 Whistleblower Policy](#). Regardless of how the complaint is made, TSA staff will triage the complaint to ensure the complainant receives a timely and appropriate response.

6.1. Any person wishing to make a complaint should be directed to the complaint policy on the SalvationArmy.ca website to submit their complaint using the online form (<https://salvationarmy.ca/why-us/accountability/complaints-policy/>) or directed to the director of marketing and communications to submit a verbal or letter of complaint:

Phone: 416-425-2111

Email: communications@salvationarmy.ca

Mail: The Salvation Army
Attn: Director of Marketing and Communications,
2 Overlea Blvd.
Toronto ON M4H 1P4

6.1.1. If the complainant wants to remain anonymous, the complainant should be referred to the communications department, where a designated individual will record complaint details. In these circumstances, the complainant will be informed that their anonymity may impact how the complaint is reviewed and resolved and TSA's ability to communicate with the complainant regarding outcomes.

6.1.2. Due to accessibility issues, if a complainant is unable to complete the complaint form, a verbal complaint may be submitted using the contact information listed in section 6.1. Complainants are expected to act in good faith by providing sufficient information to allow for a thorough investigation of their complaint.

- 6.1.3. Abusive, vexatious and/or frivolous complaints will not be investigated.
- 6.2.** When a complaint is received, it will be initially assessed and, where required, may be forwarded to the appropriate person to further investigate.
- 6.2.1. The investigator may request additional information from the complainant and/or the parties involved.
- 6.3.** Where a complainant asks to keep their complaint and/or personal information confidential, the TSA will make reasonable efforts to do so. However, there may be certain exceptions to that rule as set out in [GV 01.009 Privacy](#) policy. A copy of the policy may be provided.
- 6.3.1. Supervisors will undertake a fair and impartial investigation of the complaint, which will include:
- Gathering relevant information.
 - Providing the communications department designate with recommendations to resolve the complaint, where appropriate.
- No person(s) about whom a complaint is made will ever be responsible for handling the investigation of the complaint.
- 6.4.** Once an investigation is complete, TSA will respond to a complainant as soon as possible. However, some complaints may require more effort and time, depending on their complexity.
- 6.5.** All complaints will be documented by TSA staff to facilitate the appropriate review, resolution, response and followup.

7. Policy Compliance

7.1. For Mission Partners

Compliance with the requirements of this policy is mandatory. Non-compliance may lead to disciplinary action as determined by TSA policy.

7.2. For Supervisors

Ensure this policy is followed in their areas of responsibility and ensure the mission partners reporting to them are aware of the policy's requirements.

7.3. For The Salvation Army

Support supervisors in their duty to comply with policy requirements. Ensure policies are relevant and regularly reviewed.

8. Procedure Links

NA

9. Form Links

[FRM External Complaints Form](#) (link to form on Salvationarmy.ca)

10. Related Policy and Document Links

[GV 01.002 Code of Conduct](#)

[GV 01.008 Whistleblower Policy](#)

11. Approval and Document Control

Approved by:

TERRITORIAL MANAGEMENT BOARD
Canada and Bermuda Territory

Only the online version of this operating policy is official and current.

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