



## **BREAKFAST CLUB OF CANADA COMPLAINTS POLICY**

### **1.0 Purpose**

The Breakfast Club of Canada (“Breakfast Club”) is committed to not only meeting but exceeding the expectations of each child it serves, donors, potential donors, supporters and volunteers. However, if we fail to meet your expectations, we want to hear from you so that we may investigate the allegation on a timely basis, and implement actions to prevent any recurrences.

### **2.0 Objective**

The objective of this Policy is to provide our stakeholders with alternative methods to voice its complaints against the Breakfast Club, its employees or volunteers, and to thoroughly investigate any complaints. Please be assured that we take all complaints and concerns very seriously. We use these concerns and complaints as an opportunity to improve our organization and our processes.

### **3.0 Communication of Complaints**

Stakeholders may communicate its complaints and concerns in either the French or English language to the Breakfast Club by one of the following methods:

#### **Mail:**

Attention: Complaints Officer  
Breakfast Club of Canada  
135-G boul. de Mortagne Blvd.  
Boucherville, Quebec  
J4B 6G4

#### **Telephone:**

(450) 449-4900 or 1 (888) 442-1217  
Ask to speak to the Complaints Officer

#### **E-mail:**

[privacyandcomplaintsofficer@breakfastclubcanada.org](mailto:privacyandcomplaintsofficer@breakfastclubcanada.org)

Complaints may also be made anonymously however we will not be able to respond to the complainant with the results of the investigation. Please be assured that we take anonymous complaints seriously and

will investigate such complaints with the same standards and use the results of the investigation to make improvements to the organization.

#### **4.0 Complaints Procedures**

- i. The complaint will be forwarded to the Complaints Officer immediately upon receipt
- ii. Depending on the alleged severity and type of complaint (e.g., fraudulent activity or sexual or other types of harassment), the General Manager will be apprised of the complaint
- iii. An acknowledgement of the complaint will be provided to the complainant within five (5) business days of receipt.
- iv. An investigation will be conducted into the complaint either by qualified internal staff or by external consultants
- v. A formal response will be provided to the complainant within ten (10) business days of receipt of the complaint. If the complaint is complex and requires an in depth investigation extending past the ten business days, the Breakfast Club will advise the complainant of the extended response time.
- vi. On a semi-annual basis, the Complaints Officer will provide a written report to the Board of Directors showing the number and type of complaints received, results of investigations, and changes to the Breakfast Club organization or processes as a result of the complaints.

#### **5.0 Our Commitments to Complainants**

We will:

- i. Treat persons making complaints with respect
- ii. Treat all complaints seriously and investigate as necessary
- iii. Communicate with the complainant to confirm that we received their complaint, and as to the results of our investigation
- iv. Use the results of the investigation to make the Breakfast Club and its processes better
- v. Maintain the confidentiality of the complainant, where possible

#### **6.0 Decision Not To Investigate**

Although the Breakfast Club commits to investigate every complaint it receives, there may be the rare instance where it determines that an investigation is not warranted. Examples of these instances may include:

- i. When there are insufficient details provided by the complainant with which to initiate an investigation;
- ii. When an anonymous complaint is either unintelligible or illegible; *since follow up to clarify understanding can potentially not be feasible.*
- iii. When the complainant proceeds to make multiple frivolous complaints against persons in the Breakfast Club organization. The resources of the Breakfast Club are limited and we must use these resources in the most effective manner;
- iv. When the person making the complaint is harassing an employee or staff member;

- v. When the complainant uses suggestive language or is otherwise offensive in their complaint;

Effective January 1, 2019