

Complaint Resolution Policy

The Calgary Health Trust is committed to service excellence. If a stakeholder has a concern or complaint about our policies, practices, procedures or conduct, we will respond in a timely and fair manner.

Purpose:

The purpose of this policy is to define the complaint resolution process in a transparent manner.

Principles:

- The Trust values the opportunity to address a stakeholder concern or complaint
- The Trust is committed to service recovery and quality improvement
- All concerns will be treated with respect
- All concerns/complaints will be managed in a timely manner
- All Trust staff and volunteers will have a working knowledge of the complaint resolution process

Procedure:

Any external stakeholder (such as donors, supporters, agencies and the public) who may have a concern or complaint can contact Calgary Health Trust using any of the following methods:

By mail: Attention: Director, People Services
Calgary Health Trust
800-11012 Macleod Trail SE
Calgary, AB T2J 6A5

By fax: 403-943-0628

By email: fundraising@calgaryhealthtrust.ca

By phone: 403-943-0615

- All stakeholder concerns/complaints are administered by the Director, People Services.
- Upon receipt of a concern/complaint, an Issue Resolution Committee will meet and determine a resolution plan
- An Issue Resolution Log is monitored internally by the Trust on a regular basis and is provided to the Board at least annually