Statement of Policy and Procedure			
Chapter:	Human Resources	SPP No:	HR – Employment 20
Section:	Health & Safety	Issued:	December 12, 2011
Subject:	AODA – Complaints/Feedback Policy and Procedure	Effective:	December 12, 2011
Issue to:	All Employees	Page	1 of 1
Issued by:	Human Resources	Revised:	

POLICY

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. Please email your complaints/feedback to us at generalinquiries@uvl.ca

If you have a complaint, please contact us with the details. We have eight (8) weeks to consider your complaint/feedback.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint/feedback within three (3) days of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint/feedback. This will normally involve forwarding your complaint/feedback to Human Resources, who will review your matter file and speak to the staff member who dealt with you.

3. The Human Resources Representative will then invite you to a meeting to discuss and hopefully resolve your complaint/feedback. He/She/They will do this within fourteen (14) days of sending you the acknowledgement letter.

4. Within three (3) days of the meeting, the Human Resources Representative will write to you to confirm what took place and any solutions he/she/they has agreed with you.

5. If you do not want a meeting or it is not possible, the Human Resources Representative will send you a detailed written reply to your complaint, including his/her suggestions for resolving this matter, within twenty-one (21) days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for one of the VP is to review the decision.

7. We will write to you within fourteen (14) days of receiving your request for a review, confirming our final position on your complaint/feedback, and explaining our reasons.