



Title:	PUBLIC CODE OF CONDUCT AND COMPLAINTS POLICY
Department:	Customer Care
Approved By:	Executive Director
Effective Date:	December 20, 2022
Status:	Approved
Last Revision Date:	December 20, 2022

PURPOSE

The Georgian Triangle Humane Society seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for the public, customers, visitors, employees, and volunteers. In order to maintain our longstanding reputation in the community, we have established a Public Code of Conduct and Complaint Procedure to specify our expectations.

SCOPE

This policy applies to all complaints received from members of the public such as customers, visitors, donors, program participants and community members. This policy does not apply to internal complaints which are to be reported through management or HR.

PROCEDURE

The GTHS is committed to providing a welcoming and professional environment in which all staff, volunteers, customers, and visitors who enter our facility are treated with respect and dignity. For that reason, GTHS has expectations of its customers and visitors in its day-to-day operations:

Customers and Visitors will:

1. Treat staff and volunteers with respect and honesty and not engage in any conduct which amounts to bullying or harassment.
 - Bullying and harassment can take many forms but can generally be described as unwanted or unsolicited physical contact, statements, demands, jokes, or gestures which negatively affect the working environment.

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2. Show respect for all persons regardless of age, race, colour, sexual orientation, gender, ethnicity, or spiritual practices, and refrain from discriminatory comments or actions or any other behavior that is derogatory to a marginalized person(s) in our community.
3. Respect the needs of other visitors for enjoyment of the programs and facility and not engage in disruptive behaviour.
4. Maintain confidentiality of other customers, visitors, staff, and volunteers.

Refusal of Service

Customers and/or visitors who appear to be under the influence of alcohol or illegal drugs may be asked to leave the premises.

The Executive Director and employees of the GTHS reserve the right to deny service to anyone who behaves in an abusive manner towards another staff member, volunteer, or visitor.

PUBLIC COMPLAINTS

We at the Georgian Triangle Humane Society understand that from time to time, there will be concerns or feedback about our services. We take all complaints seriously and believe that complaints are an opportunity for continuous improvement in our services, and customer service.

The GTHS is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

COMPLAINTS PROCEDURE

Step 1: Speak directly with the staff member involved

Many problems can be resolved easily and quickly, often at the time they arise, by speaking with a GTHS staff member. Staff will listen and seek to understand the complaint and will work to resolve it immediately. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. If the problem cannot be resolved in this matter, if the staff member was unable to address your concerns, or if you are unsatisfied with the result or response:

Step 2: Ask to speak with the employee's supervisor

The employee will immediately provide their supervisor's contact information for your follow-up. If you are unsatisfied with the result or response, proceed to step 3.

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Step 3: Ask to speak with the supervisor's superior

The supervisor will immediately provide their superior's contact information for your follow-up. If you remain unsatisfied with the result or response, continue to ask to speak with each subsequent employee's superior. If you fail to be satisfied, the final staff member you speak with will be the Executive Director. If you are unsatisfied with the result or response from them, proceed to step 4.

Step 4: Correspond with the Chair of the Board

Correspondence should be addressed to the Chair at:

Attn: Chair of the Board of Directors
Georgian Triangle Humane Society
549 Tenth Line
Collingwood, ON
L9Y 0W1

Exceptions:

- Concerns about the GTHS policy should begin at Step 2.
- Concerns regarding possible harassment of any kind should begin with the Executive Director.
- Concerns regarding the Executive Director should begin at Step 4.

Recording Complaints

A record will be kept of all complaints made, whether verbal or written, at the time the complaint is communicated, or as soon as possible afterwards. If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing. We will record all details of your complaint including the facts and the cause(s) of your complaint, the findings, outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between both parties.

How the Complaint Will be Handled

The GTHS will acknowledge receipt of the complaint within two business days. Every effort will be made to investigate and resolve complaints received as soon as possible in a fair and respectful manner. We strive to resolve all complaints within fourteen days; however, you will be given an approximate timeframe of resolution at the time that you make your complaint.

An investigator will be assigned to the complaint, and they will consult with others to determine the facts, and if necessary, will escalate the matter to more senior levels for assistance in evaluating the findings and recommending a resolution.

While we are undertaking an initial review of your complaint, we may determine if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

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Following our investigation, we will notify you of our findings and any actions we may have taken regarding your complaint.

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