

Complaints Policy

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Cuso International (Cuso) as an organization or by individuals working at, with or on behalf of Cuso, including but not limited to employees, casual workers, Canadian and international volunteers, members of the Board of Directors, partners, donors, suppliers, agents, contractors or sub-contractors wherever they may be located (*“representatives and related personnel”*). In the event of a complaint from an external stakeholder, Cuso will make every effort to resolve it as promptly and effectively as possible, and use it to assist in improving services, policies, and procedures.

Examples of a complaint include but are not limited to, the perceived failure to do something agreed upon; failure to observe policy or procedures; error made by a representative or related personnel; or unfair or discourteous actions/statements by a representative or related personnel.

Exceptions:

- Complaints related to misconduct by Cuso representatives or related personnel, including Sexual Exploitation and Abuse (SEA), violence, harassment and discrimination, are governed by the Cuso Code of Conduct and related Reporting Misconduct (Whistleblowing) policy.
 - Complaints from staff related to their employment conditions are handled through the grievance procedures set out in the Collective Agreement or by other internal processes, as appropriate.
 - Complaints from volunteers related to their placements are set out within the Cuso Volunteer Handbook
1. A complaint may be received verbally (by phone or in person) or in writing (by email or mail).
 2. Submitted complaints will be acknowledged within 1 week, documented and then forwarded to the relevant reviewer for follow-up as needed (generally the person who has the specific knowledge that is needed to resolve the problem).
 3. Every effort will be made to address complaints within 4 weeks.
 4. If the complaint is well-founded, Cuso will endeavour to provide redress or, where this is not possible or appropriate, provide a formal written apology.
 5. If it is not possible to reach an agreed resolution, Cuso will provide the complainant with a written explanation of its position.
 6. If the complainant concludes that a complaint has not been satisfactorily addressed, the complainant will be advised of their options to escalate their complaint to a more senior staff person.
 7. The Board is informed of the number, type and disposition of complaints received, at least once a year

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| Approved By | Board of Directors | Related Policies | Code of Conduct |
| Approval Date(s) | July 4, 2024 | | Reporting Misconduct (Whistleblowing) |
| Review Frequency | Every 5 years | | |
| Department Owner | CEO | | |