



YOUR HEALTHY CHOICE AMBASSADOR

Effective date: Oct 14, 2021

## **External Complaints Policy**

### **Our Commitment**

MJKO is committed to promoting positive, healthy lifestyle choices for children and youth in a safe and inclusive environment. At MJKO, we welcome any complaints from our participants, legal guardians, community members and our partners. We are always looking for positive ways to improve our services, policies, and procedures. This policy is in place to ensure that MJKO's response to a complaint is done in a timely, impartial, and respectful manner. If the complaint is in relation to discrimination or harassment, please refer to our Anti-Discrimination and Harassment Prevention Policy.

Every complaint will be handled in confidence with all parties involved unless it is involving an unethical or illegal behaviour. If this is the case, the information may need to be shared with external authorities.

### **Definition of a Complaint**

A complaint is an objection to something that is perceived unfair, unacceptable, or otherwise not up to normal standards.

### **Complaint Process**

To ensure there is a clear understanding of the complaint, it must be made in writing using our External Complaint form. Please note: A complainant is welcome to seek the assistance of a support person or legal guardian at any time during the complaint process. If any further assistance is required with the complaint procedure, an MJKO staff or board member will offer guidance.

The complaint will be acknowledged promptly (usually within 5 business days), and an investigation will ensue shortly afterwards.

The record of complaint will be kept in a confidential file locked in the MJKO office. A copy can be provided to the complainant and any other person involved in the complaint.

### **How to Submit a Complaint**

Persons who wish to make a complaint about MJKO can do so by obtaining a copy of the External Complaint Policy Form. The form is a fillable PDF that can be found under the Policies section of the MJKO website. A copy of the form can also be sent via email by contacting [info@mjko.ca](mailto:info@mjko.ca).

MJKO can be contacted in the following ways:

Email: [info@mjko.ca](mailto:info@mjko.ca)

Mail: Unit 11, 18 Kenrae Road, Toronto M4G1Y1



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### **Outcome**

Once your External Complaint form is received, the Executive Director (or designate) will undertake the complaint in a fair and unbiased manner. If the complaint involves the Executive Director, it will be addressed by the Board Chair. No person involved in the complaint will be involved in the investigation.

Once the investigation is completed and a conclusion on how to address the complaint is decided, the complainant will be contacted with the decision.

Any complaints related to the violation of Board governance policies shall be reviewed by the Board of Directors.

### **Decision Appeal Process**

A Decision Appeal can be made in writing requesting to have the case brought to the next scheduled MJKO Board of Director's Meeting for a review of the facts and case outcome. This review of the situation by the Board and the decision outcome with reasons supporting the original decision or direction to take an alternative decision will be final.