

Member Complaint Policy

This Member Complaint Policy outlines the process by which members of the Afro Canadian Contractors Association can submit formal complaints or concerns. The policy is intended to ensure transparency, accountability, and fairness in how complaints are received, investigated, and resolved. This policy aligns with the principles set out in the Ontario Not-for-Profit Corporations Act (ONCA).

1. Scope

This policy applies to all members of the Afro Canadian Contractors Association who wish to raise a complaint or concern relating to the organization's operations, staff, volunteers, or fellow members.

2. How to Submit a Complaint

Members may submit a complaint using the Member Complaint Form. Complaints may be submitted by email, mail, or in person to the Executive Board or designated board member.

Complaints should include:

- A clear description of the issue
- Names of individuals involved (if applicable)
- Any relevant dates or documentation
- Desired resolution or outcome (if any)

3. Handling of Complaints

Complaints will be reviewed within 5 business days of receipt. A written acknowledgment of receipt will be sent to the complainant. The matter will be investigated by the Executive Board or a designated committee, depending on the nature of the complaint.

Where appropriate, the Executive Board or designated committee may conduct interviews, review documentation, and gather relevant facts. A resolution and written response will be provided within 20 business days of receipt of the complaints, unless more time is required.

4. Confidentiality

All complaints will be handled in a confidential manner. Information will only be shared as required at the discretion of the Executive Board or a designated committee.

5. Non-Retaliation

Members who file complaints in good faith will not be subject to retaliation or adverse consequences. Any retaliation should be reported immediately and will be dealt with seriously.

6. Appeals Process

If a member is not satisfied with the outcome, they may appeal the decision in writing to the Board of Directors within 10 business days of receiving the response. The Board's decision on the matter will be final.

7. Record Keeping

A record of all complaints and their resolution will be maintained securely by the Executive Board or Board Secretary.

This policy was approved by the Board of Directors on May 27th, 2025. It will be reviewed annually or as needed.



Member Complaint Form

Please complete the form below to submit a formal complaint. This information will be treated confidentially and handled in accordance with the Member Complaint Policy.

_____(initials) **Acknowledgement: I have read and understand the member complaint policy.**

Name:

Email or Phone:

Date:

Nature of Complaint (please describe the issue in detail):

Persons Involved (if applicable):

Have you previously raised this issue with anyone in the organization? If so, who and when?



What outcome are you hoping for?

Signature (optional):

Date Submitted:
