

	
<b>Name of Policy: Public Code of Conduct and Complaint Policy</b>	
Policy Number:	Department: Operations Responsibility: Chief Executive Officer
Date Approved: Oct. 10, 2020	Approved By: CEO <input checked="" type="checkbox"/> BOD <input type="checkbox"/>
Risk Level:	
Applies to:	
Related Documents: Public Complaint Record Log; Respect in the Workplace Policy	

**A. Introduction**

The Humane Society of Kitchener Waterloo & Stratford Perth (“**The Humane Society**”, “**we**”, “**our**”) seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for the public, customers, visitors, employees and volunteers. We value our customers and the public and what they have to say about the service they receive. We take all complaints seriously as they assist us to improve our products, services and customer service. To maintain our longstanding reputation in the community, we have established a Public Code of Conduct and Complaint Policy (the “**Public Code of Conduct**”) and related procedures to specify our expectations.

**B. Policy**

- 1.0 This Public Code of Conduct will be posted on the The Humane Society website at [www.kwsphumane.ca](http://www.kwsphumane.ca) (the “**Website**”) and made readily available to the public.
- 2.0 This Public Code of Conduct applies to each member of the public interacting with our employees, volunteers, customers and visitors, whether on the premises of The Humane Society, at any location at which The Humane Society is providing services, on our Website or any of our social media pages.

### 3.0 Expectations of the Public

The public is expected to treat our employees, volunteers, customers and visitors with the utmost respect and dignity. The Humane Society strictly forbids discrimination or harassment of any kind, whether based on race, colour, national origin, religion, creed, sex, age, physical, mental or developmental disability, marital status, sexual orientation, political ideology or any other reason. Harassment may include unsolicited or unwelcome remarks, gestures, or physical contact, as well as the display or circulation of inappropriate or derogatory written materials or pictures.

### 4.0 The following behaviours will not be tolerated:

- Physical violence
- Verbal abuse, including profanity;
- Any form of harassment;
- Intimidation tactics and/or making threats;
- Malicious or harmful statements about others:
- Public disclosure of another's private information;
- Possession of dangerous or unauthorized material; and
- Consumption, solicitation, purchase, or selling of illegal substances.

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

6.0 The safety and security of The Humane Society employees, volunteers, customers and visitors is of paramount importance. This Public Code of Conduct is strictly enforced and non-compliance will result in corrective measure being undertaken.

7.0 The Chief Executive Officer and employees of The Humane Society reserve the right to exclude any person from accessing services as a consequence of violating this Public Code of Conduct, including requiring any such person to leave and refrain from attending any location at which The Humane Society is offering any form of services or events.

## 8.0 Public Complaints

We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all who make a complaint equally.

- 9.0 The Chief Executive Officer will provide a written summary report to the Board of Directors on an annual basis or as otherwise requested by the Board. Such report will include the number of complaints, the type of complaint and the resolution of complaints received.

## C. Standard Operating Procedure

### 1.0 Recording Procedure

- 1.1 A record will be made of all complaints made, whether verbal or written, at the time the complaint is made, or as soon as possible afterwards. The record will be made by the employee who took the details.
- 1.2 Complainants' personal details or details of their complaint will not be divulged to third parties unless prior written consent of the individual has been received.

### 2.0 Informing Complainant of Progress

- 2.1 Complaints will be acknowledged within two business days. We strive to resolve all complaints within fourteen days; however, complainants will be given an approximate timeframe of resolution at the time that they make their complaint. They will also be informed of the progress of their complaint on a regular basis, especially if there are any delays or changes to what has been agreed.
- 2.2 We will ensure that complainants are informed of any changes to our products or services as a result of their complaint. Where appropriate, complainants who have had a complaint resolved will be contacted at a later date to see if they are content with how their complaint was handled.

### 3.0 Escalation of Complaints

- 3.1 If a complaint cannot be resolved by the usual complaint process, it should be referred to the Chief Executive Officer and the complainant will be informed and given an amended timeframe for resolution.

- 3.2 If the complainant is unsatisfied with the result or response or the complaint is concerning the Chief Executive Officer, then the complainant will be referred to the President of the Board of Directors. Correspondence is to be addressed to President of the Board of Directors, 250 Riverbend Drive, Kitchener, ON N2B 2E9 or by email to [President@kwsphumane.ca](mailto:President@kwsphumane.ca). This escalation of complaints procedure is to be posted on the organization's website.
- 3.3 If we are unable to resolve the individual's complaint to their satisfaction, we will inform them about where they can take further action.

Revision History		
Revision #	Date	Changes
1	Sep 13, 2021	Wording Changes: Titles Changed Policy Header: Responsibility, and Approved By all changed from Executive Director (ED) to Chief Executive Officer (CEO)