

## Thunder Bay Nordic Trails Association

<b>Policy Area:</b> Risk Management	<b>Subject:</b>
<b>Title of Policy:</b> Complaints Policy	<b>Number:</b>
<b>Effective Date:</b> Feb 1, 2017	<b>Page Number:</b>
<b>Approved Date:</b> <b>Revision Date:</b>	<b>Approved by:</b> R. Johnston

### 1. Rationale or background to policy:

Complaints from the members of Thunder Bay Nordic Trails (TBNT) may be received from time to time and may pertain to a wide range of topics. Complaints should be handled and resolved as expeditiously as possible. Complaints may be received verbally or in writing. Complaints can come from non-members as well (those with day passes) or members of the public especially during the summer and possibly from those that participate in TBNT events (e.g. Kamview de Ski)

### 2. Policy Statement:

This policy will describe the procedure for handling complaints received from TBNT members for a wide variety of matters. Feedback from our members is critical to our success. We are committed to listening and improving our services and in treating our members in an open, transparent and timely manner.

This complaint handling procedure is established to provide the public with clear steps to follow when making a complaint and to ensure each is handled fairly and efficiently.

### 3. Procedures:

#### Complaints received verbally and in writing

Verbal complaints may be handled immediately on-site by a staff member or by the General Manager or his/her assistant. Incidents which cannot be resolved at this level must be reported in writing by the individual making the complaint. The report must include:

- Contact information including full name of complainant, full address, telephone numbers and email address.
- Description of complaint, what happened, where it happened, who was involved, dates and times, Include names of witnesses, photographs, and other pertinent information
- The nature of the complaint, and the disposition of the alleged incident. Incidents of a recurring nature must be reported in writing.

Written/email ([tbnordictrails@tbaytel.net](mailto:tbnordictrails@tbaytel.net)) complaints should be received by TBNT within 7 days of the incident having happened. Complainants will receive a response within 2 business days during the ski season and within 5 business days otherwise, noting that their complaint has been received and will be given an expected date for a response to their issue. We will

handle your complaints confidentially.

All answers and responses by TBNT, whether verbal or written, need to be recorded and kept on file for future reference and review if complaints of a similar nature arise in the future.

**Appeals**

In case you are not satisfied with the outcome received, please have copies of the original complaint and responses prior to escalation and email [tbnordictrails@tbaytel.net](mailto:tbnordictrails@tbaytel.net) Subject: Chairman of the Board of Directors-Complaint Appeal