



## **CANADA GAMES COUNCIL**

### **EXTERNAL STAKEHOLDER COMPLAINT POLICY**

<b>Policy Number:</b>	<b>8.11.12</b>
<b>Origin:</b>	<b>Governance &amp; Human Resources Committee</b>
<b>Approval by:</b>	<b>Board of Directors</b>
<b>Original Approval Date:</b>	<b>February 25, 2014</b>
<b>Next Review Date:</b>	<b>February, 2018</b>
<b>Revision Approval Date(s):</b>	<b>February, 2016</b>

#### **Preamble**

The Canada Games Council (CGC) believe that any external stakeholder has the right to raise a complaint, have that complaint addressed, and receive an appropriate response for mistakes, wrongful actions, or breaches of the codes to which the CGC subscribe. CGC also recognizes that feedback may not always be a complaint, and believes that taking account of the perspectives and suggestions from our stakeholders can help improve the quality and relevance of our work. For internal feedback & complaints refer to CGC's Conflict of Interest and Appeals Policies.

When receiving complaints from external stakeholders CGC has a responsibility to ensure that the complaint is acknowledged and followed up in an appropriate and timely fashion. CGC will comply with applicable laws or regulations when responding to and investigating complaints.

#### **Policy**

In the context of this policy, a complaint is an external grievance made against CGC, including, without limitation, one of its employees, directors, agents or associated "consultants" where CGC has allegedly failed to meet a commitment. Such a commitment might be related to our activities, our use of resources, our mission and values, staff conduct / behavior, or a legal requirement.

#### **Policy Implementation – Making a Complaint**

CGC will make available on their website ([www.canadagames.ca](http://www.canadagames.ca)), the External Stakeholders Complaint Policy under the Governance – Policies section. In addition, stakeholders can refer



to the “Contact Us” section on the website to make a complaint about its activities. As appropriate, these complaints will be referred to the President /Chief Executive Officer. CGC will endeavor to assess and respond to complaints within a reasonable period of time. As long as complainants furnish a contact email or postal address, they will be kept appropriately informed of the status. Any investigation and related information will be kept strictly confidential, subject to the need to conduct a full and appropriate investigation. CGC reserves the right to choose not to investigate complaints judged as unfounded or frivolous.

### **Process**

- Submission & receipt of complaint
- CGC to review & assess complaint
- Response and follow up with complainant
- Final Statement / Resolution

### **Escalation of Complaints**

Repeated and well-founded complaints not satisfactorily addressed or resolved may be referred to a higher management level, which may include the CGC Board of Directors.