



Policy Section:	Program Policy and Procedures
Policy Title:	Conflict Resolution Complaints Procedure for General Public
Effective Date:	May 1, 2014
Last Revised:	November 25, 2020

**POLICY STATEMENT:**

**Beth Tikvah Foundation of Hamilton** is committed to open, harmonious relationships with the general public. **Beth Tikvah Foundation of Hamilton** is further committed to finding a resolution to any potential conflict. The agency provides a procedure for concerns to be brought forward to the appropriate party.

**PROCEDURES:**

1. Should a member of the general public have a concern, they will bring the matter to the attention via email to the Director of Services or Executive Director as outlined on the Beth Tikvah website.
2. The complaint will be reviewed and a decision rendered. This will be forwarded to the member of the general public within 14 days of receiving the complaint.
3. Should the matter continue to be unresolved, 3<sup>rd</sup> party mediation will be offered.
4. Should mediation lead to an unsatisfactory outcome, the matter will be brought to the Board of Directors. After a preliminary review of the matter, the Board will determine whether a decision by them will be rendered at this time or if a meeting will take place between the Board Executive, general public member and other relevant parties.

The conclusion of this inquiry will include a decision from the Board, which will be final. A written report will be sent to the member of the general public within 14 days of the decision being reached.