

Evermore Gather Grow Lead Inc. External Complaints Policy

Purpose

Evermore Gather Grow Lead Inc. is committed to maintaining open, respectful and transparent communication with all external stakeholders, including program participants, families, community members and partners. This policy provides a framework for addressing complaints in a timely, fair and consistent manner.

Policy Overview

1. Accessibility

- The complaints policy is publicly available on the organization's website in a prominent and easily accessible location.

2. Complaint Submission

- Complaints may be submitted via email, phone, or in person.
- All complaints should include sufficient detail to allow for appropriate review and response.

3. Response Timeline

- Evermore commits to acknowledging receipt of complaints within 5 business days.
- A detailed response or resolution will be provided within 15 business days, where possible.

4. Escalation

- If a complaint cannot be resolved by the relevant staff, it will be escalated to the Executive Director for further review.
- Stakeholders may also request the involvement of the Board Chair for unresolved or sensitive matters.

5. Annual Reporting

- A summary of complaints received and their resolutions will be presented to the Board of Directors annually.
- This process ensures oversight and helps identify trends or areas for improvement.

6. Policy Review

- The complaints policy is reviewed and approved by the Board or a designated Board Committee every 5 years to ensure relevance and effectiveness.

By implementing this policy, Evermore Gather Grow Lead Inc. demonstrates its commitment to accountability, stakeholder engagement, and continuous improvement.

Website post

External Complaints Policy

At Evermore Gather Grow Lead Inc., we value feedback from our community and are committed to addressing concerns promptly and fairly.

How to Submit a Complaint

You can submit a complaint via:

- Contact Us Form: Visit www.evermoreggl.com and complete the form.
- Email: info@evermoreggl.com
- Phone: 204-772-9315
- Mail/In Person: 532 Ellice Ave, Winnipeg, Manitoba, R3B 1Z2

Please include your name, contact information, a clear description of the issue, and relevant details.

Our Commitment

- Acknowledgment: We will confirm receipt within 5 business days.
- Response: A resolution or update will be provided within 15 business days.
- Escalation: Unresolved complaints can be reviewed by the Executive Director or Board Chair upon request.
- Confidentiality: All complaints are handled with confidentiality and respect.

Improvement and Review

We review complaints annually to improve our services and share a summary with our Board. This policy is reviewed every five years to ensure effectiveness.

Thank you for your feedback—it helps us grow and better serve our community.