



Complaint Resolution Process

At Ishtar Women's Resource Society, we understand concerns may arise about how we conduct ourselves in our programs and services. You have the right to raise your concerns, and we have a responsibility to carefully consider your concerns and to respond. We trust this complaint resolution process allows you the opportunity to be heard and allows our staff the opportunity to best hear your concerns. Our intention is to act in the best interests of *all* of the women and children we serve.

Some examples of concerns that could arise include:

- You believe you are being harassed, discriminated against or threatened;
- You believe you are not being treated with respect and dignity;
- You believe you are being treated unfairly;
- You believe you are being excluded from planning/decision-making about you or your child(ren);
- You believe staff are being unclear in stating expectations of program participants;
- You believe staff or programs are not living up to Ishtar's stated commitments;
- You are dissatisfied with Ishtar's services

All concerns and/or complaints will be dealt with fairly, promptly, and where appropriate, in confidence. A resolution means that everyone involved in the complaint is heard and fully involved in the process. If the resolution is not what you were hoping for, it does not mean there was no resolution. Whatever the outcome of a complaint, our priority is to reach a resolution that benefits *all* of the women Ishtar serves, and one that honours and reflects Ishtar's mission and beliefs. It is also Ishtar's priority to ensure all resolutions, solutions, and decisions are properly explained and understood by all parties involved.

Step One - Informal Direct Review:

Ishtar always encourages you to resolve your complaint informally and directly with the person you have concerns about, or whose behaviour has caused your concern. In most cases, this is the fastest and easiest way to work things out. If you are unable to resolve your complaint informally or directly, or if you feel uncomfortable doing so, you may choose to go to Step Two of the Informal Review by speaking with the Director of Operations.

Step Two - Informal Review:

The Coordinator of the Program is closest to the situation, and in most cases, is best able to find a quick and satisfactory resolution. As the Program Coordinator will want to find the facts of the complaint, they may need to ask others for their input. The results of their review will be shared with you in a meeting. If you are unable to resolve your complaint by speaking with the Program Coordinator, or feel uncomfortable doing so, you may request a Formal Review.

Working together locally to eliminate violence against women globally.

223 – 20316 56th Avenue Langley, B.C. V3A 3Y7

www.ishtarsociety.org

Programs are funded by the Government of British Columbia & community donations.



Step Three - Formal Review:

To review your concerns and/or complaint, a Complaint Resolution Committee will be formed. This Committee will include a Coordinator from another Ishtar program and the Director of Operations. The Committee will be made up of women who have not had any involvement in any matters related to your complaint. The Complaint Resolution Committee will work to find the best solution for everyone involved, which may include speaking with all parties. They may also request a meeting, giving everyone an opportunity to come together to find a resolution. Whichever process is adopted, the Committee will speak with you to provide an explanation of both the process and resolution. A letter documenting their process, resolution, follow up as applicable and reasons for all their decisions and actions will also be provided to you.

To start a Formal Review, please contact Karen Code to assist you, and email your request to Karen@ishtarsociety.org, or write a letter to:

ATTN: Karen Code
Complaints Resolution Committee, Ishtar Women's Resource Society
#223 – 20316 56 Avenue
Langley, B.C. V3A 3Y7

Step Four - Administrative Review:

If you feel your complaint was not resolved by the Complaint Resolution Committee and it is of a serious nature, you may request your complaint and the resolution be forwarded to the Executive Director for an Administrative Review. You may or may not be granted an Administrative review as this is the decision of the Executive Director after:

- Speaking with you,
- Speaking with the Complaints Resolution Committee, and
- Reviewing all documentation

Please note only very serious issues will reach this step for an Administrative Review. If your request for is denied, you will receive a letter informing you of the decision and reasonings. If the Executive Director reviews your complaint and resolution, you will receive the results of their review in writing.

To request an Administrative Review after following all appropriate steps, please contact the Complaint Resolution Committee or the Director of Operations to assist you. You may email your request to Executive.Director@ishtarsociety.org or write a letter to:

ATTN: Executive Director
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