**Policy 4.22 – Community Complaints**

PURPOSE/POLICY

It is the goal of Rooftop of Virginia to support the community to the fullest extent possible. Community involvement is key to ensuring Rooftop’s operations meet the needs of the citizens in the agency’s service area. If at any time a citizen feels like the agency has not acted in the best interest of those needs, they have the right to file a complaint. It is the policy of Rooftop’s Board and Policy Council, with the assistance of staff, to promptly review, respond to, and resolve complaints from the community.

PROCEDURES

1. If a complaint is served, the following procedures will apply:

An anonymous complaint will be addressed but will not be formerly investigated without documentation and witness.

A complaint by phone call will be given instructions on how to submit a complaint in writing to allow for a formal investigation.

A formal, written complaint may be submitted to the Program Director/Manager of the specific program which the complaint concerns or to the Chief Operating Officer (COO) if the complaint is about the agency at-large. The Community Complaint Form found on the agency’s website and electronic file system may be utilized.

If the complaint is about the Program Director/Manager, the written complaint will advance to the COO. If the complaint is about the COO, the complaint will advance to the Chief Executive Officer (CEO). If the complaint is about the CEO, it will advance to the Board’s Personnel Committee.

2. Investigation and Resolve

The entity (i.e. Program Director/Manager or COO) receiving the complaint will investigate and a resolution will be made within five (5) business days of receiving the complaint.

If needed, the person lodging the complaint will be contacted and informed of resolution.

The resolution will be provided in writing, and all documentation will be given to the Human Resource Manager.

The Human Resource Manager will store documentation in a designated secure file.

If applicable, the written resolution will be provided to any entity deemed necessary, i.e. Policy Council, Board of Directors, funders, etc.

3. Unresolved Complaint and Final Resolution

If the complaint is unresolved, the complaint and any information gathered during the investigation will be forwarded to the CEO within five (5) business days. The CEO may conduct their own investigation that includes but is not limited to, meeting with the complainant, seeking expert guidance, discussing the matter with the Board of Directors and/or Policy Council, etc. This process may take up to ten (10) business days. A final written resolution will be provided to the appropriate entities and kept on file in the Human Resource Department. Any decision of the Chief Executive Officer will stand as the final action to a formal complaint and the matter will be considered closed.

If the complaint involves the Chief Executive Officer, the complaint will be provided to the Board’s Personnel Committee who will then discuss the matter with the Board of Directors. A decision will be rendered and implemented. The Board Chair will send a letter within ten (10) business days to the person making the complaint, if applicable. Decision will be final and the matter will be considered closed.

Not every problem can be resolved to everyone’s total satisfaction. However, we believe that honest discussion and listening to each other will build confidence between community and agency.