

UNICEF Canada External Feedback and Complaints Policy

Policy: UNICEF Canada believes that donors and supporters have the right to provide feedback and raise a complaint about situations which they believe UNICEF Canada has not conducted itself in line with its Mission and Values and/or they have received unsatisfactory service.

UNICEF Canada is committed to addressing complaints and feedback in a fair and timely manner and ensuring that complaints and feedback are dealt with in a confidential and timely manner.

Complaint Resolution Procedures:

1. If you have a complaint or concern about your experience with UNICEF Canada please call 416-482-6552 or e-mail info@unicef.ca and your complaint will be forwarded to the appropriate staff person.
2. Complaints may be received by mail, email or phone. In order for us to be able to respond to your complaint must include your name and contact information (including a valid email and phone number), the date the issue occurred and a description of the issue and any possible resolutions you are hoping to receive.
3. The initial acknowledgment of your complaint will occur within 2 business days and a resolution within 10 business days.
4. A final decision concerning your complaint will be discussed with you at the end of the investigation.
5. If your complaint has not been satisfactorily addressed or resolved or you feel uncomfortable in speaking with the manager, your complaint will be referred to the Chief Operating Office of UNICEF Canada.
6. All complaints will be documented in the donor's record along with resolutions or outcomes.
7. A summary of complaints (including number and type) will be reported quarterly to the President and CEO and are reported annually to the UNICEF Canada Board of Directors.
8. UNICEF Canada reserves the right to choose not to respond to complaints judged as unfounded.