



Complaint Policy

The YMCA of Fredericton is a values based charity with five core values; Accountability, Respect, Inclusiveness, Caring and Fun. The YMCA will undertake all reasonable steps to ensure that policies and procedures are understood and consistently and fairly applied.

The intention of this policy is to encourage and enable all individuals as well as groups to raise any concerns so we can address and correct inappropriate conduct and actions.

Philosophy

- We believe that all suggestions and complaints should be dealt with promptly and resolved as quickly as possible.
- We commit to review all suggestions and complaints in a fair, impartial and respectful way for all parties.
- Complainants always have the option to bring their complaint to a more senior staff person if they are dissatisfied with treatment or outcome, are uncomfortable dealing with a particular staff, or volunteer.
- Complainants are provided clear and understandable reasons for decisions relating to complaints and are updated with relevant information throughout the process.

Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the YMCA of Fredericton, a staff member, a member, participant or volunteer acting on its behalf. Anyone personally affected can complain and their complaint will be reviewed.

No Retaliation

It is contrary to our values for anyone to retaliate against someone who, in good faith, reports a complaint.

Complaint Receipt and Handling

A complaint may be received in any of the following ways:

- Verbally, in person at the YMCA
- By telephone at (506) 462 – 3000
- In writing to: YMCA of Fredericton, 570 York Street, Fredericton, N.B. E3B 3R2
- By submitting the suggestion form from our [Contact Us](#) page.