

Swansea Town Hall Governance Committee Terms of Reference

Committee Type
Ad Hoc Committee

Role

To recommend to the Board of Management any changes in the Swansea Town Hall Governance Model, Director Recruitment procedures and procedures relating to the application of the Code of Conduct for members of Local boards.

Membership

This committee will be comprised of at least four (4) members of the Board of Management, equally divided between elected members and Community Group Members, plus the Councillor or their designate.

Chair

The Chair will be elected from the membership of the committee.

A Board Member must Chair the committee.

The term of office for the Chair is a maximum of 1 year.

Responsibility

Review Governance Policies and Procedures

Review Director Recruitment policy and procedures

Consider the advisability for policies on the observance of the Code of Conduct

Consider the advisability for a Succession Planning policy

Consider the advisability for a Board self-evaluation policy

Resources

The Executive Director (or delegate) will be the staff support to the Committee

Meetings

The Committee shall meet on an ad hoc basis as required

Term

The term of this ad-hoc committee shall expire in April 2016

Swansea Town Hall Board of Management Website Posting Policy

Background

Swansea Town Hall (STH) is committed to openness and transparency. Through the use of technology and the STH website we can meet the objectives of openness and transparency. This policy establishes that all documents produced by the Board of Management will be uploaded to the website except under the conditions that will be stated below.

Policy Statement

The purpose of the Website Posting Policy is to establish clearly that Board Documents will be uploaded to the STH website except as provided below.

Material that will not be posted

Confidential Documents and other material prohibited by City of Toronto guidelines. No political, profane language, content that promotes discrimination, sexual content, conduct or encouragement of illegal activity and information that may led to compromise safety or security, and other material deemed inappropriate.

Application

The Executive Director or designate is responsible for the application of this policy.

Board Package (prepared in advance of Board Meetings)

All materials used by the Board in making its decisions will be posted in accordance with City of Toronto directives. The package will indicate where the confidential information has been redacted.

Swansea Town Hall Community Centre Complaints Procedure

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1. Preface

- The following procedure applies to complaints directly related to services and processes related to the operation and management of the Swansea Town Hall.
- Certain services and processes, which may be provided by the Swansea Town Hall or may relate to the services provided by the Swansea Town Hall, may have a separate right of appeal, statutory remedy or prescribed procedure.
- Complaints are reviewed on receipt and complainants are advised if alternate complaint procedures apply.
- Staff are trained and are accountable for their involvement in the complaint process

2 Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Staff and Board Members shall treat complaints as confidential and protect complainant's privacy.
- Review of complaints is fair, independent, timely, impartial and respectful to parties involved.
- Complainants are advised of their further options if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for how decisions on the complaint were made.
- Updates are provided to complainants during review processes.
- Complaints are used to assist in improving services, policies and procedures.

3. Types of Complaint

Definition: A complaint is an expression of dissatisfaction about a service, action(s), or lack of action by Swansea Town Hall staff, volunteers or Board Members. Complaints may relate to the actions of an individual or to a Swansea Town Hall policy, process or procedure.

Examples include but are not limited to:

- A perceived failure to do something agreed to do;
- A failure to observe policy or procedures;
- An error made by staff; or
- Unfair or discourteous actions/statements by staff, volunteers or Board Members;

Anyone personally affected can submit a complaint and it will be reviewed in accordance with this procedure.

4. How a Complaint is Made

- A complaint may be received verbally (in person or telephone) or in writing (received by hand delivery, mail, fax or email).
- An individual acting on another person's behalf on a written complaint must provide a signed authorization from that individual

5. Initial Receipt and Handling of Complaint

The following procedures apply to receipt and handling in different scenarios.

- The original version of written complaints, including letters, forms, emails and faxes, are date-stamped and the complainant is contacted to acknowledge receipt within 5 business days of the receipt of the complaint.
- Verbal complaints may be dealt with by a frontline staff person with these certain exceptions (see below).
 - Written or verbal complaints about another staff member, volunteer or Board Member shall be immediately referred to the Executive Director or designate.
 - Complaints not within the Swansea Town Hall jurisdiction are forwarded to the Executive Director or designate for forwarding to the appropriate Division and the complainant is advised.
 - Anonymous written complaints are referred to the Executive Director or designate.

6. Complaint Review Process

- The Swansea Town Hall complaint procedure uses a 3 step process:
- If the Swansea Town Hall frontline staff person is uncertain about how to interpret or handle an issue raised by the complainant, they should request the assistance of the Executive Director or designate.
- Complaints may be accelerated through the process depending on the nature of the issue and judgement of frontline staff.

- If the frontline staff person decides that the matter should be dealt with by someone other than the frontline staff person, the staff person shall inform the complainant of the Executive Director's name and contact information.

First Step – Informal Review

- Effort will be made to solve verbal complaints immediately to the satisfaction of the complainant without need for a formal written complaint.
- When receiving a verbal complaint directly, staff will listen and understand the complaint, and may attempt to resolve it.
- Frontline staff will automatically and immediately refer the verbal complaint to the Executive Director or designate when:
 - The complainant requests the complaint to be referred to a Manager.
 - the verbal complaint is about conduct of a staff person, and/or significant disciplinary action is a possible outcome;
 - the complainant is unusually upset, extremely angry or threatening;
 - the verbal complaint cannot be resolved by the frontline staff because it is outside their specific delegation or area of expertise; or
 - It is of a serious nature such as alleged controversial conduct, illegal conduct, or there is threat of legal action.

Second Step — Executive Director Review

All written complaints begin at the second stage.

All complaints about conduct of staff, volunteers and Board Members begin at the second stage.

Where the verbal complaint is about conduct of staff, volunteer or Board member

- The Executive Director acknowledges receipt with the complainant within five business days.
- The Executive Director reviews the complaint, and may attempt to resolve the complaint immediately.
- If required, the Executive Director conducts an informal review of the complaint to determine its validity and explore a resolution. The Executive Director will no later than 14 days after acknowledgement, provide the complainant with a status update.
- Upon completion of the informal review and no resolution is found, the Executive Director may conduct a formal review or may forward it to the Board of Management for a formal review.
- Where the complaint is about a Board Member, the complaint shall be referred to the Board of Management, and processed at the Third Step of this procedure. If the complaint is about the Chair, the complaint shall be referred to the integrity Commissioner.
- The Executive Director may request a verbal complaint to put in writing, especially if it involves a serious or complex matter. If the complainant declines to put the complaint in writing the Executive Director should record the details as described by the complainant.

- For all verbal and written complaints requiring formal review, the Executive Director will indicate to the complainant when they will be contacted with a resolution or update (normally within fourteen days of the acknowledgement of the complaint).

Third Step — Board of Management Review

- Where the complainant is dissatisfied with the decision of the Executive Director, or the Executive Director decides that the matter should be referred to the Board of Management, the Executive Director refers the complaint to the Chair of the Board.
- The Chair of the Board may attempt to resolve the complaint immediately, or may conduct a formal review or forward the complaint to the appropriate Board Committee to hold a formal review
- If the complainant remains dissatisfied with the decision of the Chair of the Board, or the Committee of the Board, the Chair of the Board refers the matter to the Full Board of Management.

Last Resort- Where a complainant is dissatisfied at the end of the third stage, they are to be advised of the opportunity for external review by the Ombudsman, or the Integrity Commissioner, as applicable.

7. Logging of the Complaint and Record

- A Complaint Registry will be maintained to ensure a central record of complaints.
- This Complaint Registry will be both a binder and electronic record and will be maintained by the Executive Director or designate. The records will be held in a manner that ensures confidentiality.
- Each file is labelled with the complaint number beginning with the year.
- The Executive Director or designate, is responsible for ensuring the logging of the complaint in the complaints registry and assigning a complaint number.
- The Executive Director or designate scans and/or saves the complaint in a secure folder.
- All written complaints are logged with basic information relating to the complaint and stored securely.

8. Monitoring and Reporting on Complaints

- Regular monitoring and review of complaints will be conducted to identify issues, trends, areas of concern and opportunities for improvement.
- Complaint issues are a standing agenda item for information and discussion at Board of Management meetings and/or Committee meetings.
- Based on monitoring and review of the complaints registry, a report is provided to the Swansea Town Hall Board of Management for information and action at least quarterly.

9. Formal Review Process

A formal review process may be conducted during the second and third steps.

The formal review may include:

- Discussion(s) with the complainant to clarify the complaint, confirm common understanding, clarify outcome sought, and explain complaint procedures.
- Discussion with staff involved (with union representative if applicable).
- Review of background information such as policies and procedures, previous written communications and other documentation.
- May require Obtaining and reviewing other expert opinions or perspectives.

At each step it should be determined whether the formal review to-date has been adequate.

- Once a formal review is begun, the formal review will be recorded.
- At the conclusion of the formal review(s), a copy of the formal review and any attachments sent in support of the complaint including any e-mail communications relating to the complaint, is scanned and/or saved in a secure folder in the complaints registry.

10. Notice of Decision and Resolution

- Written complaints receive a written notice of decision unless otherwise requested by the complainant.
- Verbal complaints receive written or verbal notice at Executive Director's discretion or as requested by the complainant.
- If formal review determines that the reasons for the complaint are not justified, and no further action is required, the complainant is notified.
- If formal review determines that the complaint is justified, the complainant is notified of corrective action to be taken and any remedy proposed.
- A copy of all written notifications to the complainant is saved in a secure folder in the complaints registry.

11. Procedure and Standards for Responding to Complaints

- Where a formal review is required, complainants are contacted within 14 business days of the acknowledgment with either a final response or update.
- At that time the complainant is advised of when the next contact will be either for a proposed resolution or for the next progress update.
- Complainants are automatically contacted when their complaint is moved to the next step.
- The adjudicator may exercise discretion and contact the complainant more frequently or sooner than the above standards.
- NOTE: From time to time, there may arise extraordinary circumstances where the Swansea Town Hall may not be in a position to guarantee that these standards can be satisfied (e.g. during labour disruption, etc.)

