

## COMPLIMENTS, COMPLAINTS, COMMENTS and CONCERNS PROTOCOL

### Executive Summary:

The present document is designed to help direct compliments, complaints, comments and concerns (CCCCs) to the appropriate level of HPYO Board of Directors, Management and Staff, whilst clearly delineating the most effective and direct means of communicating.

Last revised: June 15<sup>th</sup>, 2017

Board approval: June 19<sup>th</sup>, 2017 (draft subject to revision)

### General

In recognition of healthy communications, the HPYO encourages interested parties to share and discuss freely. At almost any time, informal CCCCs may be addressed to any official HPYO agent. Formal CCCCs should be forwarded in written form (including but not limited to hand-written notes, email, regular or registered mail). Under normal circumstances, confirmation of reception by HPYO agents will be within one (1) business day.

All CCCCs should clearly indicate the:

- nature of communication (complaint, compliment or comment/suggestion),
- subject matter,
- person(s) implicated,
- witnesses or corroborating evidence/information,
- dates and times of events to consider,
- situational narrative,
- degree of urgency (when applicable) and,
- suggestion(s) of corrective measures (when applicable).

### Treatment and reception

All communications following these guidelines will be treated with utmost respect and diligence. A report will be produced and delivered (when applicable).

Any and all disparaging CCCCs, personal attacks, unfounded allegations, disrespectful transmissions, malign intentions, any breach of ethics or liability to the core Values of the HPYO will be summarily dismissed.

### Cooling off period

The HPYO encourages all of its Members, Staff and Stakeholders to wait 24h in the case of non-urgent complaints to ensure that the complaint is in fact formulated in a cool and collected manner.



Anonymity

While the HPYO is willing to receive anonymous CCCCs and/or respect the confidentiality nature of a request, the Board of Directors and Management are free to decide whether or not to let be known the nature and/or outcome of the CCCC.

For complaints concerning:	Please contact :	Via :
Staff (including Artistic Director), volunteers, facility or day-to-day operations	Executive Director	info@hpyo.com
Executive Director	Secretary, Board of Directors	Regular mail to HPYO office address C/O Board Secretary
All Board of Directors (including Chair, Vice-Chair, Secretary, Treasurer or Directors)	Executive Director	info@hpyo.com

For general comments, concerns, compliments or complaints about the HPYO, its dealings and regular business, please address the comment to the main email address: [info@hpyo.com](mailto:info@hpyo.com).