



Policy Title: Complaints Policy and Procedure
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Approved by: S.O.A.R. Board of Directors
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Approval Date: 3 Jun 2020
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**1) How does an individual bring a concern regarding the performance, behaviour or actions of a peer supporter or trainer to the peer services committee?**

Individuals with concerns or complaints regarding a Peer Supporter's or Trainer's performance, behaviour or actions should direct their complaint to the chairperson of the Peer Services Committee. In the absence of a Peer Services Committee, the complaint will be directed to the S.O.A.R. Board of Directors.

*(If the complaint is a harassment complaint the Harassment Prevention and Resolution Policy will be followed).*

**2. When a complaint is brought forward concerning the performance, behaviour or actions of a Peer Supporter or Trainer, what is the process that occurs?**

- a) Individuals with concerns or complaints regarding a Peer Supporter's or Trainer's performance, behaviour or actions are required to bring their complaint(s) in writing directly to the Chair of the Peer Services Committee or Board in the absence of a Peer Services Committee. The nature of the complaint should be clearly stated including the name of the Peer Supporter or Trainer to whom the complaint refers, the name of the individual bringing the complaint forward and anyone else directly involved. If this information is not included, the complaint cannot be validated and the process will not proceed.
- b) The Chair and representatives of the Peer Services Committee will meet with the individuals involved to obtain a full understanding of the complaint(s) and whether a violation of the Code of Ethics or Code of Conduct occurred.
- c) If the complaint is not resolved, the chair of the Peer Services Committee (or Board) will meet with members of the Peer Services Committee to determine necessary action.
- d) If certification or recertification is part of the resolution a **formal certification review** will be initiated.