

ADEu COMPLAINT PROCEDURE 2015

Members of Assistance Dog Europe (ADEu) / Assistance Dogs International (ADI) are expected to observe the organisation's Code of Standards and Ethics. It is a sound personal and business management principle that problems / disputes should most often be handled at the lowest level directly with the parties involved. It is expected that all ADEu /ADI (voting and non-voting) members have an agency complaint / grievance policy and ADEu / ADI encourages complainants to exercise this avenue when differences arise. ADEu will verify organisation has a policy of treating clients with respect and dignity and this policy is put into practice by staff, volunteers and all other people connected with the organisation during the ADEu Accreditation Assessment per the following standard:

Standards for Clients 2.2 Section 2 - Page 1

"The organisation has a policy of treating clients with respect and dignity and this policy is put into practice by staff, volunteers and all other people connected with the organisation.

Yes No

Should a satisfactory resolution of a complaint not be reached within the mechanism provided by the ADEu /ADI programme, the ADEu Coordinator will receive written complaints (forms available via the ADEu Coordinator) and recommend to the ADEu programme that they make every reasonable attempt to resolve the situation.

The ADEu Coordinator will request a response from the programme within one month. A copy of the complaint and the programme response will remain on file with the ADEu coordinator and it will be reviewed when the next ADEu /ADI accreditation assessment is conducted.

If resolution is not possible at this lowest level and with the agreement of both parties, the ADEu Coordinator may enlist an ADEu volunteer mediator who will assist in a possible amicable, yet non-binding solution. It should be noted that the above Assistance Dog Europe procedure is reserved for applicants, students, graduates and volunteers. This is not a system designed to settle labour disputes between employee and employer. It is only specific to the ADEu Code of Standards and Ethics.

For information or to receive a complaint form contact:

Back-office ADEu
Coordination ADEu
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ASSISTANCE DOGS EUROPE
MODEL PROBLEM COMPLAINT RESOLUTION POLICY

It is the policy of (organisation name) that applicants, students, graduates and volunteers should have an opportunity to present their complaints and to appeal management decisions through a dispute resolution procedure (organisation name) will attempt to resolve promptly all disputes that are appropriate for handling under this policy.

- (Organisation name) hopes that most concerns regarding disputes, complaints at _____ may be settled by the people closest to the issue.
- This dispute resolution procedure has steps to follow, however, disputes may be resolved at any step in the process. Disputes will be processed until the complainant is satisfied, or does not appeal the decision made during any of the steps of the dispute resolution process. A decision becomes binding on all parties when a complainant does not appeal the decision or when a decision is made in the final step and the right of appeal no longer exists.
- Complainants who feel they have an appropriate dispute should proceed as follows:

Step One - Promptly bring the complaint to the attention of the immediate person in charge. If the dispute involves that most immediate person, then the complainant may proceed directly to step two. The person in charge should investigate the complaint, attempt to resolve it, and give a decision to the complainant within a reasonable time. The person in charge should prepare a written and dated summary of the dispute and proposed resolution for the file. If the complainant and person in charge are not able to resolve the issue or if the complainant is dissatisfied with the decision, the complainant may proceed to the next higher level of management.

Step Two - Promptly bring the complaint to the attention of the next level of management, continuing to the Executive Director/CEO/President, if the complainant is dissatisfied with the decision. If the concern is not resolved to the complainant's satisfaction by the Executive Director/CEO/President, the complainant may submit a request for review in writing to the President of the agency board. The President/equivalent of the agency board will hear the case and make a final decision.

Optional Step – If both parties agree the issue may be brought to an independent ADEu volunteer mediator who will seek to bring the parties together and attempt to resolve the issue. The mediator's recommendation to the two parties is non-binding. Information concerning a complainant dispute should be confidential. Those who investigate a complaint may discuss it only with those individuals who have a "need to know" about it or who are needed to supply necessary background information or advice.