



General Complaints Policy

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Human Resources

General Complaints Policy

1. Table of Contents

2. Introduction	2
2.1 Policy statement	2
2.2 Purpose	2
2.3 Definitions.....	2
3. Policy.....	2
3.1 Duties and responsibilities.....	2
3.2 Application of the policy	3
3.2.1 Complaints AMVIC will and will not accept	3
3.2.2 Receipt of complaint	3
3.2.3 Acknowledgment	3
3.2.4 Investigation.....	4
3.2.5 Resolution and response to complaint	4
3.2.6 Appeals.....	5
3.2.7 Retention of records	5
4. Administration.....	5
4.1 Related documents and legislation.....	5
4.2 Procedures	6
4.3 Forms	6
4.4 Amendment history	6
4.5 Scheduled review date.....	6

General Complaints Policy

2. Introduction

2.1 Policy statement

As a public agency, the Alberta Motor Vehicle Industry Council (AMVIC) is committed to providing excellent service to its stakeholders and recognizes complaints as an important tool in monitoring client satisfaction. All complaints will be addressed in an equitable, objective and unbiased manner.

2.2 Purpose

The purpose of this policy is to:

- a) Define the complaint that AMVIC will or will not accept.
- b) Define AMVIC's process to deal with a complaint.

The General Complaints Policy is designed to assist stakeholders who choose to make a complaint. In particular, the General Complaints Policy is intended to describe how AMVIC will manage the complaint process.

2.3 Definitions

In this policy:

- i. "CEO" means the chief executive officer of AMVIC;
- ii. "Chair" means the chairperson of the AMVIC Board of Directors;
- iii. "complaint" means an expression of dissatisfaction, whether justified or not, about the action or lack of action of an AMVIC employee or person acting on behalf of AMVIC;
- iv. "Complainant" means the individual person or persons lodging the complaint;
- v. "Respondent" means the individual person or persons against whom the complaint is made; and
- vi. "Stakeholder" means any party that has an interest in AMVIC including but not limited to consumers, licensees, industry members, general public and government.

3. Policy

3.1 Duties and responsibilities

Responsibility for this policy and its implementation lies with the CEO or delegate of AMVIC. The human resources department will oversee the receipt of complaints and ensure each complaint is concluded in accordance with this policy.

General Complaints Policy

3.2 Application of the policy

3.2.1 Complaints AMVIC will and will not accept

AMVIC does not have the legal authority to reconsider the merits of the decisions made by the Registrar (Director of Fair Trading, as delegated) under the authority of the *Consumer Protection Act*. These decisions are reviewed by appeal bodies identified in the *Consumer Protection Act* and the Automotive Business Regulation.

Complaints submitted via Google, Yelp or any other social media platform will not be considered.

Complaints submitted anonymously will not be considered as the Respondent has the right to know and respond to the allegation made.

AMVIC will consider and respond to complaints about all other aspects of service delivery provided by AMVIC.

3.2.2 Receipt of complaint

Complaints will be directed to the attention of the CEO or delegate of AMVIC. A complaint can be received verbally in person or by phone, by mail to Suite 303, 9945 – 50 Street, Edmonton, Alberta T6A 0L4, or by email to HR@amvic.org.

Complaints received verbally will be summarized in writing by the CEO or delegate and will be handled in the same manner as complaints submitted in writing.

Complaints submitted in regards to the behaviour of a peace officer must be dealt with in accordance with the [AMVIC Peace Officer Policy](#).

All complaint information will be kept in strict confidence to the extent possible, consistent with AMVIC's need to conduct an adequate investigation and having regard to AMVIC's responsibilities under the *Freedom of Information and Protection of Privacy Act*. Complaints should be factual rather than speculative and should contain as much specific detail as possible to allow for proper assessment.

3.2.3 Acknowledgment

The CEO or delegate will provide written acknowledgement within 20 days:

- a) to the Complainant following receipt of the complaint;
- b) to the department manager that the complaint is directed to; and
- c) to the Chair if the complaint is regarding the CEO.

General Complaints Policy

The Chair will be informed of complaints filed against an AMVIC employee where the CEO or delegate determine the complaint to be of significant importance as to be prudent to advise the AMVIC Board of Directors. This information will be provided as soon as it is reasonably possible.

3.2.4 Investigation

The department manager that the complaint is directed to will investigate the complaint.

The CEO or delegate will investigate the complaint if the complaint is regarding a manager.

The Chair will investigate the complaint if the complaint is regarding the CEO.

When an investigation is conducted, the individual investigating will:

- Interview individuals with relevant information;
- Gather and review documents, records or other evidence relevant to the investigation; and
- Prepare an investigation report.

The CEO, delegate, or Chair will consider all of the relevant information presented by all affected parties before reaching a resolution.

3.2.5 Resolution and response to complaint

A written response will be provided for every complaint.

If the complaint is criminal in nature, law enforcement will be contacted immediately. AMVIC will fully cooperate with any law enforcement investigations.

- a) Once the investigation of a complaint is complete, the CEO or delegate will resolve the complaint either:
 - i. Informally, by speaking with the Complainant and the Respondent in an attempt to reach an amicable solution. If an amicable solution to the complaint is reached, the CEO or delegate will conclude the complaint by providing a written response to the Complainant and the Respondent confirming the details of the complaint resolution; or
 - ii. Formally, by making a decision based on all of the relevant information presented by the affected parties. The decision will be in writing, will contain reasons in sufficient detail to suit the nature of the complaint and will be provided to the Complainant and the Respondent.

General Complaints Policy

- b) If the complaint is regarding the CEO, the Chair will resolve the complaint either:
- Informally, by speaking with the Complainant and the CEO in an attempt to reach an amicable solution. If an amicable solution to the complaint is reached, the Chair will conclude the complaint by providing a written response to the Complainant and the CEO confirming the details of the complaint resolution; or
 - Formally, by making a decision based on all of the relevant information presented by the affected parties. The decision will be in writing, will contain reasons in sufficient detail to suit the nature of the complaint and will be provided to the Complainant and the CEO.

Resolution of all complaints must be concluded within a reasonable time frame suitable to the nature of the complaint but no later than 120 days from the date of receipt of the complaint.

3.2.6 Appeals

Complaints regarding the decisions made in accordance with this policy will be referred to the Alberta Ombudsman for review and investigation under the *Ombudsman Act* where appropriate.

3.2.7 Retention of records

All documents related to the receipt of a complaint under this policy will shall be kept in accordance with AMVIC's Records Management Policy.

Access to information is restricted in accordance with the *Freedom of Information and Protection of Privacy Act*.

4. Administration

4.1 Related documents and legislation

AMVIC Code of Conduct
Freedom of Information and Protection of Privacy Act
Ombudsman Act
Peace Officer Policy
Records Management Policy

General Complaints Policy

4.2 Procedures

4.3 Forms

4.4 Amendment history

Version	Date	Summary of update
1.	March 11, 2015	Original approved.
2.	Nov. 21, 2017	Edits to reflect organizational structure, incorporation to new document template.
3.	Feb. 8, 2018	Administrative change: <i>Fair Trading Act</i> to <i>Consumer Protection Act</i> (motion 18-026).
4.	Jan. 21, 2020	Reviewed and approved.
5.	January 2023	Minor formatting/grammatical edits made as necessary.

4.5 Scheduled review date

January 2026