



# Canada Homestay Network

## Complaints Process

When a complaint is received by phone or email, CHN will:

1. Promptly send the individual a notice to acknowledge receipt of the complaint;
2. Determine whether comment is a complaint or a general inquiry; and contact the individual to clarify the complaint, if necessary;
3. Forward the complaint to the attention of the Managing Director and the Privacy Officer.

The Managing Director and Privacy Officer shall investigate the nature of complaint, the related program; identify the staff person/people (if applicable) or others who handled the personal information or access request; and the related CHN information (database files/records and other documents).

Following the investigation:

1. The Privacy Officer shall respond to the complainant in a timely fashion (no longer than 30 days from receipt of complaint) and notify complainant of the outcome of investigations, informing them of any relevant steps taken.
2. When a complaint is found to be justified, appropriate corrective measures shall be taken, overseen by the Managing Director and implemented by the Privacy Officer. These may include correcting any inaccurate personal information, amending policies and advising staff of the outcome.
3. The Privacy Officer shall periodically review the complaints process to ensure that staff responses to public inquiries, requests and complaints are handled fairly, accurately and quickly.
4. The Privacy Officer shall maintain a record of all decisions regarding complaints to ensure consistency in applying the Act.