



OTTAWA GUITAR SOCIETY SOCIÉTÉ DE GUITARE D'OTTAWA

Last review: 2021 03 14

Board approval: 2021 03 14

COMPLIMENTS, COMPLAINTS, COMMENTS and CONCERNS PROTOCOL (CCCC)

1. Summary

This protocol is designed to help direct compliments, complaints, comments and concerns (CCCCs) to the OGS Board of Directors for any matters relating to OGS activities.

In recognition of healthy communications, the OGS encourages all parties to share and discuss freely. Informal CCCCs may be addressed to any OGS official at any time. Formal CCCCs should be forwarded in written form (including but not limited to hand-written notes, email, regular or registered mail).

Communications following this protocol's collected guidelines will be treated with utmost respect and diligence. A report/response will be produced and delivered (when applicable).

Any and all disparaging CCCCs, personal attacks, unfounded allegations, disrespectful transmissions, malign intentions, breach of ethics or liability to the OGS's Organizational Values will be dismissed.

NB, for Artistic Season activities and/or performer suggestions, please complete the online form at: [OGS artistic season suggestions](#)

2. CCCC Content Guidelines

All CCCCs should clearly indicate the:

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

3. Reception and treatment

Under normal circumstances, confirmation of receipt of CCCCs by the OGS will be within seven (7) business days. If applicable, the confirmation will include any preliminary follow-up schedules.

4. Cooling off period

In case of non-urgent complaints or concerns, the OGS encourages a 24-hour cooling-off period to allow for a calm and collected manner in the communication composition.

5. Anonymity

While the OGS is willing to receive anonymous CCCCs and/or respect the confidentiality nature of a request, the Board of Directors, in its sole discretion, may decide whether or not the nature and/or outcome of a CCCC be known.

6. CCCC direction

For general CCCCs about the OGS and its regular business, please address the communication to the main email address: ottawaguitarsociety@gmail.com and/or whomever is responsible for the OGS activity involved.

To address a Complaint (including disputes and/or grievances) involving a specific activity, complainants may request to be provided with a means to contact the responsible Director of Activity by emailing: ottawaguitarsociety@gmail.com, the OGS Secretary or the OGS President (emails below).

If/when in doubt on whom to address or for a Complaint that involves an OGS Director of Activities or the OGS President, parties may contact the OGS Secretary by email at: secretaryottawaguitarsociety@gmail.com.

If a Complaint involves the OGS Secretary or the OGS Treasurer, parties may contact the OGS President at: presidentottawaguitarsociety@gmail.com.

As per the OGS Code of Conduct section 4.: all Complaints involving allegations of harassment, discrimination, violence or other severe misconduct disputes or grievances will be shared with the OGS Board Executives (Treasurer, Secretary and President) while respecting confidentiality and avoiding potential conflicts of interest.