

Knowledge Network Corporation Complaints Policy

Issued: April 22, 2024 Next Review: April 2029

Knowledge Network Corporation (Knowledge) is committed to providing a high standard of customer service and actively encourages viewers and donors to contact us with their comments about any of our services.

Knowledge Network views complaints as an opportunity to learn and to improve the service, as well as a chance to put things right, whenever possible and reasonable, for the individual who has made the complaint.

Our complaint procedure aims to:

- Distinguish between negative feedback that is subjective versus a formal complaint that requires a tangible resolution.
- Provide a simple and timely process for the submission, addressing and resolution of complaints.
- Ensure relevant staff at Knowledge are aware of and involved in the resolution of complaints.
- Maintain positive relationships with viewers and donors or repair them when possible.
- Gather information which helps us improve our services.

This policy sets out the process for addressing complaints that British Columbia residents, filmmakers or engaged partners may have with Knowledge, its staff or its services.

A core value of Knowledge Network is “Accountable”. Consistent with that value, Knowledge is fully committed to addressing formal complaints in a timely, fair and respectful manner and to ensure that complainants are provided with clear reasons for decisions made by Knowledge.

What is a “Complaint”?

Due to the nature of public broadcasting, and Knowledge Network’s role as an independent alternative programming service, not all programming on the service will be to every viewer’s taste or aligned with their values and beliefs. We expect this. Some of our programming for adults is intended to be provocative, emotional or challenging to watch and some documentaries are crafted from the point-of-view of the individual filmmaker. While we encourage feedback about our content, subjective opinions about programming will be treated as “comments”, not “formal complaints” and therefore will not follow the procedure outlined below.

For the purposes of this policy, a “formal complaint” is defined as a significant concern about any of the following:

- The actions of a Knowledge staff member or volunteer in the course of doing Knowledge business with viewers, donors, filmmakers or engaged partners.
- Offensive or otherwise inappropriate content for children on Knowledge Kids
- Inadequate disclaimers and/or ratings on adult programming
- A failure to ensure authentic, fair and respectful representation of people, communities or issues in Knowledge programming.
- Knowledge’s adherence to its own policies and regulations governing its operation (e.g. program ratings per AGVOT standards, Privacy Policy etc.)

Complaints that are anonymous, or complaints containing insults, offensive remarks, profanities, or gratuitously aggressive language will not be considered formal complaints.

If a complaint has potential legal ramifications, Knowledge may decline to address it immediately and instead, seek legal counsel.

If desired, individuals with complaints about our programming content can review the complaints procedure at the Canada Radio-Television Telecommunications Commission (CRTC) at http://www.crtc.gc.ca/eng/info_sht/g8.htm#who and may choose to submit their complaints to the CRTC.

Procedures for Addressing Complaints at Knowledge

1. Individual staff members who receive a complaint will start documentation by recording the complainant’s contact information (if provided) and articulating the nature of the complaint.
2. The staff member will first attempt to address and resolve complaints directly with the complainant. If complaints are not resolved at this stage, fall within the scope outlined above and escalation is requested by the complainant or deemed required by Knowledge staff, the staff person will flag the complaint as a “formal complaint”, forward the documentation, including what has been discussed, to the appropriate Senior Manager.
3. The Senior Manager will acknowledge receipt of the formal complaint within three business days and review and respond in writing to the complainant within 10 business days. The response may come

directly from the Senior Manager, through the staff member who received the complaint or from another Senior Manager.

4. If the Senior Manager is not able to resolve the formal complaint to the satisfaction of all parties, all documentation relating to the formal complaint will be referred to the Chief Executive Officer (“CEO”).
5. Subject to section 6 below, the final decision with respect to evaluation and resolution of the formal complaint will rest with the CEO. The CEO will determine if the formal complaint violates any Knowledge Network policies or applicable legislation and whether any further action or response to the complaint is warranted.
6. The CEO may choose to bring a formal complaint to the attention of the Board of Directors for review and advice. Complaints relating to the conduct of the CEO or a member of the Board of Directors should be forwarded in writing to the Board of Directors. Unless the Board Chair is the subject of the complaint, the Board Chair will determine the appropriate action or recommendation and will inform the complainant in writing of this information.

Complaints
Board of Directors
Knowledge Network Corporation
4355 Mathissi Place
Burnaby, BC
V5G 4S8

Documenting the Complaint

Knowledge will maintain a record of any formal complaint in accordance with this policy for a minimum period of 10 years. A summary of such complaints including number, type and disposition, will be reported to the Board of Directors on an annual basis.