

# Knowledge Network Corporation Complaints Policy

Issued: December 22, 2017

Knowledge Network Corporation (Knowledge) is committed to providing a high standard of customer service and actively encourages our viewers, donors and other stakeholders 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 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 necessary.
- Gather information which helps us improve our services.

This policy sets out the process for addressing complaints that our stakeholders may have with Knowledge, its staff or its services.

Consistent with our core value of Integrity, Knowledge is fully committed to addressing 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. We expect this. Some of our programming for adults is intended to be provocative, emotional or challenging to watch. While we highly encourage feedback about our content, subjective opinions about programming will be treated as “comments”, not “complaints” and therefore will not follow the procedure outlined below.

For the purposes of this policy, a “complaint” is defined as a strong expression of dissatisfaction concerning any of the following:

- The actions of a Knowledge staff member or volunteer in the course of doing Knowledge business with stakeholders, viewers or donors
- Offensive or otherwise inappropriate content for children on Knowledge Kids
- Inadequate disclaimers and/or ratings on adult programming
- Problems with the technical quality of the Knowledge service or platforms which are in our control
- Inaccuracy of donor information, donation information or tax receipts
- The editorial integrity of the service as a whole
- Knowledge's adherence to its own policies and regulations governing its operation (e.g. program ratings per AGVOT standards, Privacy Policy etc.)

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](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 and articulating the nature of the complaint. The staff member will first attempt to address and resolve complaints directly with the complainant.
2. If complaints are not resolved at this stage, the staff person will forward the documentation, including what has been discussed as possible resolution, to the appropriate Senior Manager as outlined here:

<b>Area of Complaint</b>	<b>Escalate to:</b>
Donor Services/Audience Relations/Volunteers/Fundraising	Director of Development and Planning
Communications/Programming	Director of Government Relations and Communications
Broadcast signal issues	Director of Broadcast Operations and Engineering
Legal Matters	Director of Business Affairs
Website/App technical issues	Director of Web Channels

The Senior Manager will acknowledge receipt of the complaint within three business days and review and respond in writing to the complainant within 10 business days.

3. If the Senior Manager is not able to resolve the complaint to the satisfaction of all parties, all documentation relating to the complaint will be referred to the Chief Executive Officer (“CEO”).
4. Subject to section 5 below, the final decision with respect to the resolution of the complaint will rest with the CEO. The CEO may choose to bring a complaint to the attention of the Board of Directors for review and advice. The CEO will determine the appropriate action or recommendation and will inform the complainant in writing of this action.
5. Complaints relating to the specific conduct of the CEO or a member of the Board of Directors should be forwarded in writing to the Board of Directors. The Board 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 complaint in accordance with this policy. A summary of such complaints including number, type and disposition, will be reported to the Board of Directors on an annual basis.