CONSEIL DES ARTS DU MANITOBA
ARTS COUNCIL

Feedback and Complaints Policy

Purpose: To provide guidance on how to submit feedback to MAC about its services or programs, or clients.

Introduction

The Manitoba Arts Council has a transparent and accessible feedback and complaint management process. We will review your concern and seek to learn from it to continuously improve.

Definitions

A complaint - communicating dissatisfaction with MAC's services, granting programs, or processes. This may include issues regarding equity, transparency, respect, accessibility, diligence, confidentiality, a misuse of MAC funding by a client, or other matters.

Complainant - a person or organization who makes a complaint.

1. Conditions

1.1 Inappropriate Behaviour

The Manitoba Arts Council does not tolerate any form of verbal abuse, harassment or intimidation of its staff, Board or anyone working with MAC. This includes:

- Raising one's voice

- Using language or a tone that is aggressive, unpleasant and/or vulgar
- Making direct or indirect threats
- Communicating too frequently and/or outside of business channels
- Refusing to accept the responses provided

MAC reserves the right to limit or deny service to individuals who are behaving inappropriately.

MAC will end communication with anyone who is abusive, aggressive, or threatening.

Any inappropriate communication on MAC's official social media accounts will be dealt with in accordance with MAC's Online Etiquette Policy. Feedback expressed on social media will be dealt with on social media, in public or in private, and may be referred to the employees responsible for responding to public complaints.

1.2 Feedback or complaints about MAC services or grant programs

MAC welcomes feedback about our services and grant programs for improvement of our processes. To support constructive communication and maintain a safe and respectful space, inappropriate behaviour as defined above will not be tolerated and will not receive a response.

1.3 Feedback or complaints about clients currently receiving MAC funding

MAC encourages respectful communication for effective conflict resolution.

When MAC receives a complaint about an individual or organization currently receiving funding, we will ask the complainant to:

- write the details of the complaint -nature of complaint, description of situation, dates, names of people involved, other relevant details;
- send to the individual or the organization's management; and
- send a copy to MAC.

If the complaint is a safety or criminal matter, the complainant should contact the authorities, a lawyer, and/or their union or professional association as applicable.

MAC will only get involved if a grant recipient may have violated the terms and conditions of a current grant. In this case, MAC may review and/or reverse the grant.

1.3.1 Limitations

MAC has no powers to investigate and cannot get involved in disputes between parties. This includes, but is not limited to, claims of harassment or improper behaviour outside of a workplace funded by a grant, contract disputes, copyright violation or other legal disputes. MAC will confirm receipt of such complaints but is unable to act on them.

MAC will only address and respond to complaints about clients with current grants to ensure the terms and conditions of the grant are being followed.

Complainants are encouraged to consult a lawyer and/or their union or professional association who may be able to provide more assistance.

1.3.2 Information shared with Peer Assessment Committees

Discussing a client's past violations of MAC's terms and conditions will only be included in the assessment of a new grant if the grant application:

- includes activities relating to the past violation; and
- does not include actions to prevent a similar violation in the future.

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2. How we handle complaints

Our standards for handling complaints:

- We will make every reasonable effort to resolve your complaint in a timely manner.
- We will treat your complaint fairly and respectfully.
- Your name will be kept confidential unless your behaviour is abusive, aggressive, or threatening, in which case MAC may inform the authorities.
- All complaints receive equal treatment.

2.1 Process

1. We will confirm receipt of your complaint within five working days of receiving it.
2. We will review, assess, and respond to your complaint (subject to item 5, below) within 30 working days, where possible.
3. We will communicate with you using the same format (mail or email) and language (English or French) you used to communicate with us. If you need another form of communication such as ASL or other, please let us know and we will make the necessary arrangements.
4. We may contact you if there are any other details needed to assess your complaint.
5. We may not respond to the following complaints if they are:
    - related to an issue that is more than two years old.

- already resolved and considered closed.
- the subject of legal action, or have been in the past.
- submitted anonymously.
- not directly about the Manitoba Arts Council.
- with language or behaviour that is abusive or intimidating.
- unsubstantiated/unfounded, unrealistic, or disproportionate.

6. We will consult with the people and organizations involved to clarify the circumstances surrounding your complaint and collect all relevant information and documentation.
7. If MAC decides a response is necessary, it will cover all the relevant points raised in your complaint. If the complaint results in any changes to MAC's processes, you may be informed. All communication and information collected about the complaint will be added to your complaint file, as applicable.
8. If you are not satisfied with our response or you have further information to share, you can ask for a revision, and we will respond again within 30 working days. Once we have covered all the relevant points and have nothing further to add, we will consider the response final. We will close your file and you will be informed.
9. We will keep any subsequent communications from you in your complaint file but will not respond further.

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3. How to submit feedback or complaints

For feedback or complaints regarding MAC services, grant programs, or clients, please contact us at helpdesk@artscouncil.mb.ca or 1 (866) 994-2787. You can also contact us by mail at:

Public Feedback

Manitoba Arts Council

525-93 Lombard Avenue

Winnipeg, Manitoba R3B 1H3

Please include your name and mailing or email address, and describe the facts, dates, and reasons for your experience, positive or negative, and all other relevant details.