

Lardeau Valley Community Club

Attachment 260407A

Proposed New Policy 3.12

3.12 POLICY FOCUS: INCIDENT REPORTING SYSTEM & FEEDBACK

3.12.1 The Board establishes a formal incident reporting system to ensure timely, consistent, and confidential handling of all incidents, complaints, feedback, and concerns related to the Community Centre, its operations, staff, volunteers, members, and public users.

3.12.2 The system applies to:

3.12.2.1 Staff, volunteers, Board members, and society members.

3.12.2.2 Community members and external users (e.g., renters, guests).

3.12.3 All submissions received through the approved Google Form (or equivalent digital tool) shall be routed **automatically and simultaneously** to:

3.12.3.1 The Manager (for operational response).

3.12.3.2 All current Board members via the board@lvcc.ca email address, which shall auto-forward to each director's personal lvcc.ca email address.

3.12.4 The Manager shall:

3.12.4.1 Ensure the Google Form is operational and linked on the lvcc.ca website.

3.12.4.2 Provide a summary report of all submissions at each regular Board meeting.

3.12.4.3 Immediately escalate any serious incidents (harassment, safety, financial, or legal) to the Board President.

3.12.5 Reports will be handled in accordance with Policy 1.14 (Board Misconduct), Policy 1.15 (Anti-Harassment), and all applicable legislation.

3.12.6 This policy takes effect immediately upon Board approval and will be reviewed annually.