

The Jack Complaints Procedure

Introduction

Urban Visions (hereafter called “Company”) uses a Complaint Form to address stakeholder concerns related to The Jack. Feedback received is an important part of managing The Jack’s impact while allowing the Company to improve how it conducts business and prevent similar complaints in the future. Any interested party may submit their feedback and the Company will address the complaint per the Complaints Assessment Procedure outlined in the document below.

Scope

Any person or group with complaints pertaining to The Jack’s activities that are having an impact on them, the community, or have concerns about any potential human rights violations are encouraged to report a complaint so they can be addressed and resolved. The Company will evaluate all complaints received and will provide a response. The Company will identify options for resolution and present an approach to the complainant while further working to identify measures that could prevent the issue from recurring, ultimately creating a safer and more respectful environment for all The Jack’s stakeholders.

The Complaints Assessment Procedure

Complaint Submission: Submitted verbally or in writing per the options below:

1. Fill out a complaint form and mail it to the Company office at:
Urban Visions
400 University St, 3rd Floor
Seattle, WA 98101
Or email to: info@urbanvisions.com
2. Call the Company office (+1 206-262-2880) and speak to the Business Manager or leave a message.

The complainant should provide as much information about the issue as possible including copies of any relevant documents or photos. Complaints that are more of a question or request for information will be resolved simply by Company response. Those that are more complex and require some investigation, will use the following process:

Step 1: Acknowledge Complaint

- The Company will acknowledge receipt of the complaint by email or letter within 7 business days.
- The Company records the complaint in a register.
- The Company determines if a formal investigation is needed or whether the issue can be resolved through dialogue and/or training. The complainant is notified via an acknowledgement letter of the process, and anticipated timeline.

Step 2: Investigation Process

- An investigation is started within 10 business days of delivering the acknowledgement letter.
- An investigation may entail:
 - additional interviews with relevant outside parties
 - additional documentation to substantiate complaints
 - conducting site visits

- The Company will contact the complainant during the investigation as necessary and work with the complainant to understand the cause of the issue. A third-party investigator may be considered if relevant.
- All information gathered during the investigation is analyzed to determine:
 - The validity of the complaint
 - What the complaint is about
 - Who the parties involved are
 - What evidence has been gathered
 - What key findings came out of the interviews and document reviews
 - What the impacts or harm caused by the issue were
 - If there are any Company policies or procedures related to the complaint
 - If there are any legal requirements or obligations that need to be considered

Step 3: Resolution and Decision Making

- Once the investigation has been completed, the Company will attempt to discuss the results and proposed resolution (the “Resolution Decision”) with the complainant within 5 business days.
- The proposed resolution will include a detailed description explaining how it addresses the complaint and aligns with company policies and legal obligations.
- The Company records the proposed resolution in the complaint register and communicates the proposed resolution to the complainant.
- If the proposed resolution is accepted, the agreed-upon actions are implemented as soon as possible either directly or through a third-party.
- After 30 days, the Company follows up with the complainant to ensure that the resolution has been implemented effectively and asks for the complainant to provide comments or suggestions on the effectiveness of the complaints procedure.
- The Company will close the complaint and the complainant will sign a statement acknowledging resolution.

Step 4: Appeal Process (optional if the complainant is not satisfied)

- Appeals may be made for formal reconsideration of any decision made by the Company related to a formal complaint.
- Appeals must be submitted in writing within (5) business days of a Resolution Decision.
- The Complaints Appeals Panel (the “Panel”) will be comprised of relevant personnel with knowledge to assess the complaint and without conflict of interest to ensure fair and objective resolution of complaints. In most situations, the selection of the Panel will be conducted in consultation with the complainant.
- The Panel may decide to refuse an appeal if they feel the complaint has not been presented in good faith. The decision to refuse an appeal must be reviewed and signed off on by the Company President or CEO.
- A final decision will take place in a timely manner, generally within (90) days and is communicated in writing to the appellant by the Company.

Confidentiality and Anonymity

Confidentiality will always be observed to maintain confidence in the Procedure, ensure compliance with relevant laws and protect individuals from potential retaliation or harm. The results of any review are not made public with decisions communicated directly to the complainant. Individuals also have the option to remain anonymous if they prefer; however, this may limit the Company’s ability to thoroughly investigate and resolve the issue.

Complaint Form for The Jack

Instructions: Complete and email info@urbanvisions.com or mail to Urban Visions, 400 University St, 3rd Floor, Seattle, WA 98101

Name:
Organization:
Phone:
E-mail:
Preferred Method of Communication (e.g., phone, email):
Description of the issue including parties involved:
Date and/or duration of the issue that led to the complaint:
Please explain what you have done so far to address this matter:
Signature:
Date:
Attachments Yes <input type="checkbox"/> No <input type="checkbox"/> Please attach any supporting materials and evidence to support this report.