

Visitor Comments Response Process

This policy outlines a process to be followed by Mia staff* when a visitor complaint or concern regarding a guide is received by Mia, either in writing or verbally.

The Mia Educator will schedule a private meeting (in person, virtual, or phone call) with the guide in a timely manner after receipt of a visitor complaint or concern. In some cases, Mia's Chief Diversity & Inclusion Officer (CDIO) may also attend the meeting. The guide may choose to have an advocate present. The guide will be given a written copy of the complaint or concern or a written transcript of the verbal comment.

These conversations will be identified as opportunities for coaching and learning. During the meeting the Mia Educator will ask for the guide's perspective on the situation. We recognize that the guide's intent may differ from the impact on the visitor. The learning opportunity exists to better understand how a comment or action may have an unintended impact and how we can have more awareness around these situations.

In a case where a visitor requests a meeting with or response from Mia staff, the Mia Educator or CDIO will bring information to the visitor about the conversation with the guide. Our goal is to communicate what we have learned from the situation.

In a case where a visitor complaint or concern results in the need for disciplinary action, the *Volunteer Expectations and Progressive Discipline Policy* will be followed.

*Mia is represented by the Mia Educator in consultation with the Chief Operating Officer and the Chief Diversity and Inclusion Officer.

Approved: July 1, 2023