



# Complaints Policy

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## Preamble

Vancouver Foundation is committed to its mission of making meaningful and lasting impacts in communities. We achieve our mission in a variety of ways, involving members of communities across British Columbia. Our work is based on our values; they are the essence of what we stand for/believe in/live by as an organization. Two of our values that relate directly to our Complaints Policy are:

**Fair:** We treat everyone respectfully and fairly. Any actions we take are proportionate and reasonable. We behave in an open, honest and transparent way. We take account of and value the diversity inherent in our communities.

**Responsive:** We listen to the perspectives and needs of donors, agencies and communities, and respond in a way that is supportive and enabling.

Although we hope that the service we provide to our stakeholders is well received, we acknowledge that there may be occasions when someone may object to how we conduct ourselves. Staff will view issues raised as an opportunity to receive information which may assist in improvement of our services.

## Definition

A complaint is the expressed dissatisfaction regarding the service, actions, or lack of action by Vancouver Foundation personnel (staff or volunteer) acting on behalf of Vancouver Foundation.

Examples include but are not limited to the perception of:

- Failure to implement or follow through on a commitment;
- Failure to observe policy; or
- Unfair or discourteous actions/statements.

## Policy Statement:

- Complaints will be dealt with promptly by the appropriate level within the organization and be resolved as quickly as possible.
- The complaints review will be transparent, fair, impartial and respectful of all parties involved in keeping with the organization's core principles.
- Complainants will be advised promptly of the final decision.

## Receiving a Complaint

A complaint will be considered by Vancouver Foundation when it is received verbally (phone or in person) or in writing (mail, fax, email). Complaints received in writing will be acknowledged within 2 business days. After acknowledging receipt of the complaint within 2 days, the response to a complaint should occur within a week from receipt of the complaint, with final review and response within 30 days of that date.

In order to begin a review of the complaint, Vancouver Foundation staff will need the name and contact information of the complainant as well as a complete description of the facts and circumstances of the issue being raised and any suggested action or remedies to resolve the issue.

Under ideal circumstances the complaint should be made directly to the Vancouver Foundation individual involved to try to quickly resolve the issue. If that individual is not known, or if the complainant does not feel comfortable directing the complaint to that individual, the complaint can be forwarded to the receptionist @604-688-2204 or [info@vancouverfoundation.ca](mailto:info@vancouverfoundation.ca) who will then



determine the most appropriate staff member to handle the complaint. The complainant will be advised which staff member will respond and a timeline for action will be provided.

If the complaint relates to a volunteer committee member, the complaint will be referred to the staff liaison who provides direct support to that volunteer and copied to the chair of the Committee. If the complaint relates to a Director on the Board of the Vancouver Foundation the complaint will be referred to the CEO and copied to the Board Chair. Confidentiality will be respected throughout the complaints process.

### **Resolving the Complaint**

Every effort will be made to resolve complaints quickly and to the satisfaction of both the complainant and Vancouver Foundation. The staff member receiving the complaint may be able to resolve the complaint immediately; however when a complaint cannot be easily resolved by the recipient or the staff member handling the complaint, it should be reviewed by the relevant Vice President or the President & CEO in the case of a complaint involving a Vice President or Board Director.

In situations where the complainant is not satisfied with the response or the proposed resolution from the Vice President, the complaint will be forwarded to the President & CEO who may bring the complaint forward to the Board of Directors for review and advice if warranted. If the complaint is related to the President & CEO, the stakeholder may direct the complaint to the Board Chair.

### **Reporting of Complaints**

- Complaints will be documented and kept in a file separate from any file related to the stakeholder.
- Vice-Presidents will track and respond to trends identified through the complaint resolution process.
- The President & CEO will ensure that a quarterly review is done on any complaints received (including number and type) and an annual report, including number, type and disposition of complaints received will be made to Vancouver Foundation's Board of Directors.