



Complaints Policy

Approved Date:	April 2025
Approved by:	Board of Directors
Review Date:	April 2027



PURPOSE

Vancouver Foundation (the “Foundation”) works to create healthy, vibrant, equitable, and inclusive communities across British Columbia. We achieve this in a variety of ways and are committed to treating everyone respectfully. We will behave in open, honest, transparent, and equitable ways and value the diversity inherent in our communities. We are committed to responding to communities in a way that is supportive and strive to take a trauma informed approach.

We acknowledge that there may be occasions when a community member may object to how we conduct ourselves and we view these instances as opportunities to receive information which may assist in improving our interactions with community.

For the purposes of this document, a complaint is the expressed dissatisfaction regarding the service, actions, or lack of action by Foundation personnel (employee, Board member, or Community Advisor) acting on behalf of the Foundation. We are committed to acknowledging complaints promptly and addressing them as quickly as possible.

This Policy applies to any member of the public, grantee, donor, or volunteer engaging with the Foundation. Employees should use the internal complaints process outlined in the Employee Manual.

1. COMPLAINT PROCESS

A complaint will be considered by the Foundation when it is received verbally or in writing by the Privacy Officer (privacy@vancouverfoundation.ca), who will engage the appropriate levels of employees or Board members (usually this means forwarding the complaint to the Director, People & Culture or the CEO). In the event that the complaint is about the Privacy Officer, complaints should be made to the Director, People & Culture.

Wherever possible, anonymity of the external complainant will be preserved at the request of the complainant. There may be instances where this is not possible. We will inform the complainant in advance and provide reasonable support should this occur.

Complainants may request translation services or cultural liaisons during the process.

To begin a review of the complaint, complainants are asked to provide their name and contact information as well as a complete description of the facts and circumstances of the issue being raised.

Complaints received in writing will be acknowledged within two business days and a process to resolve the complaint will be established and communicated with the complainant within ten days.

After ten days, a progress update will be provided to the complainant. The progress update will include a timeline for further communication. Complaints will be documented, tracked, and shared with the Board of Directors (if appropriate) on a quarterly basis.

In all cases, the nature of the complaint will be evaluated and considered whether it is part of a potential pattern of behaviour and proceed with a course of action to resolve the complaint and provide action that may be required. The Foundation will consider alternative approaches to resolution that center the individual or individuals impacted.

The Foundation commits to reasonable accommodations and access to support to all complainants.

In the event that the complainant is unsatisfied with the process followed to conclude the complaint, the complainant may request that the Governance & People Committee review the process followed.

2. TYPES OF COMPLAINTS

Complaints are likely to fall into a few categories. Depending on the type of complaint the approach and notifications are different. All complaints addressed to the Board are forwarded to the Board Chair and the Chair of the Governance & People Committee by the Privacy Officer.

- i. Complaints that meet the WorksafeBC definition of bullying and harassment are forwarded by the Privacy Officer to the President & CEO and the Director of People & Culture (unless they are named in the complaint, in which case it is forwarded to the Board Chair and the Chair of the Governance & People Committee). An investigation is launched in all such cases. Examples of behaviour or comments that may constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, or spreading malicious rumours.
- ii. Types of complaints that pertain to a breach of privacy or the mismanagement of sensitive or personal data will be managed by the Privacy Officer in accordance with applicable legislation. For more information about how complaints of this nature are managed, refer to the [Privacy Policy](#).
- iii. Types of complaints that pertain to grant decisions will be forwarded by the Privacy Officer to the Vice President, Grants & Community Initiatives and will be managed in accordance with the Foundation's policies.
- iv. Other types of complaints and complaints that are not listed above will be forwarded to the appropriate Executive team member and the Director, People & Culture. In cases where the complaint pertains to a member of the Executive team or the Director, People & Culture, complaints will be forwarded to the Board Chair and the Chair of the Governance & People Committee. Complaints of this nature may include (but are not limited to) donor related complaints, investment manager complaints, financial mismanagement, and conflict of interest.

3. COMPLAINT OUTCOMES

Vancouver Foundation takes a restorative and educational first approach to working with employees where a complaint is made about an employee. There may be cases where that approach is not in the best interest of the parties involved. When that is the case, discipline up to and including termination of employment is a possible outcome.

4. MONITORING AND REVIEW

This Policy will be reviewed by the Foundation's Board of Directors every two years, or sooner if required.