

## Complaints Policy

### Purpose

KGH Foundation is committed to providing our stakeholders, which includes donors, partners, volunteers, members of the community, and each other, with a high level of service in the act of carrying out our mission.

### Guiding Principles

All parties have the right to expect that:

- Complaints are dealt with promptly and resolved as quickly as possible
- Review of complaints is fair, impartial and respectful to all parties
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome
- Complainants are provided clear and understandable reasons for decisions relating to complaints
- Updates are provided to complainants during review processes
- Complaints are used to assist in improving services, policies and procedures

### Definition

A complaint is an expression of dissatisfaction, whether justified or not, about the service, actions, or lack of action by the organization, or by a staff or volunteer acting on behalf of the organization.

We respond promptly to complaints. The staff member receiving the complaint will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that they may communicate directly with the Chief Executive Officer (CEO) or the Chair of the Board of Directors.

### Procedure

#### *Informal Complaint*

Anyone who has a concern is encouraged to talk with the employee at KGH Foundation who is most connected with the situation to resolve it before it becomes a formal complaint. This informal process can be used to resolve many inquiries or matters of simple error that can be corrected to the satisfaction of the person with the concerned. Departments may establish protocols and responsibilities for handling informal complaints. Staff should keep Managers apprised of complaints as they arise. If the matter is not resolved, the person may make a formal complaint to the KGH Foundation.

#### *Formal Complaint*

A Formal complaint should be made in writing by mail or email to the CEO providing details of the complaint and contact information of the Complainant. If the complaint concerns the CEO or a Board Member, the compliant should be directed to the Chair of the Board.

The CEO will respond to the Complainant within 48 hours of receiving the complaint to confirm that the complaint has been received, and indicate expectation for how long the investigation will take if it can be reasonably assessed at that point. The investigating individual will communicate with the complainant as necessary.

Upon receiving the complaint, the CEO will identify the investigating individual (normally the portfolio's Director/VP) and send the Chief Operating Officer (COO) a copy of the complaint for a file to be opened.

The investigating individual will report the findings and recommendations to the CEO in writing. A copy is sent to the COO. With the CEO's consent, the investigating individual will then communicate the finding and resolution to the Complainant.

### Monitoring

The Board is informed annually of the number, type and disposition of formal complaints received.