

Niagara Community Foundation Complaint Policies

Policy 4.2 – Grants Management Policy

4.2.13 *Grant applicant complaints:* The foundation will respond promptly to a complaint by a grant applicant about any aspect of the grant review and assessment process. The Manager of Community Initiatives will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the foundation's board and will be advised in writing of the disposition of the appeal.

Policy 2.4 – Ethical Fundraising and Financial Accountability Policy

2.4.10 *Donor complaints:* The foundation will respond promptly to a complaint by a donor or prospective donor about any matter that is addressed in this policy. A designated staff member will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the foundation's board and will be advised in writing of the disposition of the appeal.