

<b>POLICY:</b> Complaint Policy		<b>NUMBER:</b> 3.4	<b>PAGE:</b> 1 of 1
<b>SUBJECT:</b> Complaint Policy (Imagine Canada)			
<b>APPROVED:</b> October 2024	<b>REVISED/REAFFIRMED:</b>	<b>SUBJECT TO REVIEW</b> 2028	

**PURPOSE:**

Niagara Community Foundation (NCF) is committed to providing our donors, charity partners, corporate partners, allied professionals, employees, volunteers, and the general public with the highest level of service in the act of carrying out our mission. This policy is intended to ensure that concerns raised by any of our stakeholders are responded to promptly, transparently and fairly in accordance with NCF's commitment to excellence.

**POLICY**

**GUIDING PRINCIPLES (Imagine Canada):**

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

**DEFINITIONS:**

1. A complaint is an expression of dissatisfaction about the service, actions, or lack of action by NCF as an organization, or by a staff or volunteer acting on behalf of the Foundation.
2. Complaints may come from the general public, donors, charity partners, corporate partners, allied professionals, employees or volunteers.

**PROCEDURE:**

Many concerns or informal complaints can be resolved easily and quickly, often at the time they arise, by speaking with your contact at NCF or by contacting NCF's executive director.

If a problem cannot be resolved in this way or if a member of the public wishes to make a formal complaint, they may do so in writing to the Board Chair by email at [board@niagaracommunityfoundation.org](mailto:board@niagaracommunityfoundation.org) or by mail to:

**Privileged & Strictly Confidential**

Niagara Community Foundation

**Attention: Board Chair**

301-8 Church Street St.Catharines, ON L2R 3B3