



POLICY:	Complaint Policy
POLICY NUMBER:	1.13
ISSUING AUTHORITY:	Community Foundation of Portage and District Inc.
APPROVED:	No date
LAST REVIEWED:	No date
NEXT REVIEW:	No date

Purpose:

This policy outlines the process for receiving, reviewing, and resolving complaints in a manner that is fair, timely, transparent, and consistent with the organization’s values. It ensures that all stakeholders—including donors, grant recipients, volunteers, staff, and community members—have a clear avenue to express concerns and receive an appropriate response.

Policy Statement:

The organization is committed to providing the highest level of professional service and conducting its operations in a manner that reflects its core values, including fairness, accountability, inclusiveness, and respect. Complaints will be addressed promptly, impartially, and with the goal of achieving a satisfactory resolution for all parties involved.

Scope:

This policy applies to complaints regarding the actions, decisions, or conduct of the organization and/or any of its Board members, volunteers, or staff.

Receiving a Complaint:

Complaints may be submitted verbally (in person or by phone) or in writing (email or mail). The Incident Response Form is to be utilized to initiate a review, with the complainant providing:

- Name and contact information
- A clear description of the issue, including relevant facts and dates
- Any suggested actions or remedies

Complaints will be acknowledged within 72 hours, excluding office closures. A timeline for next steps will be communicated to the complainant.

Concerns may be raised directly with the individual involved when appropriate. If the complainant is uncomfortable doing so or prefers a formal review, the complaint may be directed to the Executive Director. If the complaint involves the Executive Director, it should be directed to the Board Chairperson.

Review and Resolution Process:

Every effort will be made to resolve complaints promptly and fairly.

- If the Executive Director can resolve the complaint immediately, they may do so.
- If further review is required, the Executive Director will conduct a more detailed assessment.
- Complaints involving the Executive Director will be reviewed by the Board Chairperson.

The respondent will be given an opportunity to respond. Final review and response should occur within a reasonable timeframe, depending on the complexity of the issue.

If the complainant is not satisfied with the proposed resolution, the matter may be escalated to the Board Chairperson.

Confidentiality:

All complaints will be handled with discretion. Information will be shared only with those directly involved in reviewing or resolving the issue. In cases where a complaint could affect future relationships, documentation will be kept separate from program or donor files.

Documentation and Recordkeeping:

All relevant documentation including the complaint, responses, discussions, and supporting materials, will be maintained by the Executive Director.

Reporting:

On an annual basis, the Executive Director and Board Chairperson will report to the Board of Directors on the status and severity of complaints received.

Contact information:

Complaints should be directed to the Executive Director at executivedirector@cfpdi.ca, or call (204) 856-1971 or by mail to:

206 Saskatchewan Avenue E
Portage la Prairie, MB R1N 0K9

If the complaint involves the Executive Director, it should be directed to the Board Chairperson.

Responsibility:

Review and revision of this policy if required, with subsequent recommendation to the Board for approval.

Reference: Incident Response Form