

Hamilton Community Foundation
Policy & Procedures Manual

Section:	Governance		
Subject:	COMPLAINTS POLICY		
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Hamilton Community Foundation strives to operate in all respects in a manner consistent with the values of inclusiveness, collaboration, accountability, responsiveness and empowerment.

Anyone who is dissatisfied with the Hamilton Community Foundation or the actions of its staff or volunteers may wish to make such dissatisfaction known by way of a complaint to the Foundation. Complaints will be dealt with promptly in a transparent, fair, impartial and respectful manner in keeping with the Foundation's core values.

Receiving a Complaint

A complaint will be considered by Hamilton Community Foundation when it is received verbally (phone or in person) or in writing (mail, fax, email). Complaints will be acknowledged within 2 business days. After acknowledging receipt of the complaint, the response to a complaint should occur within a week from receipt of the complaint, with final review and response within 30 days of that date.

In order to begin a review of the complaint, Foundation staff will need the name and contact information of the complainant as well as a complete description of the facts and circumstances of the issue being raised and any suggested action or remedies to resolve the issue.

Under ideal circumstances the complaint should be made directly to the Hamilton Community Foundation individual involved to try to quickly resolve the issue. If that individual is not known, or if the complainant does not feel comfortable directing the complaint to that individual, the complaint can be directed to the Chief Operating Officer who will determine the most appropriate staff member to handle the complaint. The complainant will be advised which staff member will respond and a timeline for action will be provided.

If the complaint relates to a volunteer committee member, the complaint will be referred to the Vice-President who provides direct support to that volunteer and copied to the chair of the Committee. If the complaint relates to a Director on the Board of the Hamilton Foundation the complaint will be referred to the CEO and copied to the Board Chair. Confidentiality will be respected throughout the complaints process.

Resolving the Complaint

Every effort will be made to resolve complaints quickly and to the satisfaction of both the complainant and Foundation. The staff member receiving the complaint may be able to resolve the complaint immediately; however when a complaint cannot be easily resolved by the recipient or the staff member handling the complaint, it should be reviewed by the relevant Vice-President or, in the case of a complaint involving a Vice-President or Board Director, by the President & CEO.

In situations where the complainant is not satisfied with the response or the proposed resolution from the Vice-President, the complaint will be forwarded to the President & CEO who may bring the complaint forward to the Board of Directors for review and advice if warranted. If the complaint is related to the President & CEO, the stakeholder may direct the complaint to the Board Chair.

Reporting Complaints

- In instances where the complaint could be considered by the complainant to be prejudicial to a future relationship with HCF (for example a complaint by a representative of a potential grantee), complaints will be documented and kept in a file separate from any file related to the stakeholder.
- Vice-Presidents will track and respond to trends identified through the complaint resolution process.
- The President & CEO will ensure that a quarterly review is done on any complaints received (including number and type) and an annual report, including number, type and disposition of complaints received will be made to Hamilton Community Foundation's Board of Directors.