



THE CALGARY FOUNDATION GOVERNANCE DOCUMENTS

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This policy applies to feedback and complaints received by The Calgary Foundation about our activities, programs, services, staff or volunteers.

A. Guiding Principles

- It is the goal of The Calgary Foundation to work toward a creative resolution for any feedback/complaints.
- We are committed to serving our community and listening to their concerns, and welcome feedback regarding our services.
- It is in the interest of all parties that feedback is dealt with promptly and resolved as quickly as possible.
- Review of feedback is fair, impartial and respectful to all parties.
- Individuals are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes.
- Feedback is used to assist in improving services, policies and procedures.

B. Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email) and will be referred to the person who has the primary relationship with the individual or has the specific knowledge that is needed to resolve the problem.

Where a problem becomes complex and cannot be easily resolved, it will be referred to the relevant Vice President with notification to the President & CEO. If the Vice President cannot resolve the complaint, it will be referred to the President & CEO. If the complaint is about the President & CEO, it will be referred directly to the Chair of the Board.

Basic contact information including name, phone number and email address should immediately be recorded.

C. Resolving an Issue

Every effort will be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff will listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing will be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.



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Every attempt will be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved to the extent possible within 30 business days of having been received.

D. Documenting the Complaint

For purposes of accountability, it is necessary to keep a record of any complaint that involves a dispute that cannot be resolved in a timely manner. Feedback will be document in a clear and detailed fashion, and used for future learning.

A summary of the complaints received including number and type will be reported to The Calgary Foundation's Board of Directors annually.