

 ST. JOSEPH'S VILLA FOUNDATION	POLICY	SECTION ADMIN	PAGES 1 OF 1	NUMBER BUS-ADM 6
Subject: Complaints			Date October 30, 2025	
Supersedes February 27, 2017	Cross Reference		Issuing Authority PRESIDENT & CEO	

1. Purpose

St. Joseph's Villa Foundation (SJVF) values feedback from donors, partners, staff, volunteers, and members of the public. Complaints provide an opportunity to improve practices, strengthen accountability, and maintain trust in the Foundation's operations and fundraising activities.

2. Scope

This policy applies to all staff, volunteers, donors, suppliers, and members of the public who have a concern or complaint regarding:

- Fundraising practices or donor relations;
 - Use or acknowledgment of donations;
 - Conduct of SJVF staff or volunteers;
 - Breach of confidentiality or privacy; or
 - Any matter that may affect the integrity or reputation of the Foundation.
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3. Principles

- All complaints will be treated respectfully, fairly, and in good faith.
 - Privacy and requests for anonymity will be fully respected.
 - Complaints will be handled promptly, objectively, and without retaliation.
 - The Foundation will make every effort to resolve complaints at the earliest possible stage.
 - Lessons learned from complaints will be reviewed and used to improve policies and practices.
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4. Definitions

A *complaint* is an expression of dissatisfaction about the Foundation's actions, decisions, or the behaviour of staff, volunteers, or representatives that requires a response.

A *serious complaint* includes allegations of unethical conduct, harassment, privacy breach, or misuse of funds.

5. Process

5.1 Receiving Complaints

- Complaints may be received verbally, in writing, or electronically.
- Staff receiving a complaint must record the details (date, name, contact information, and description of the issue) and forward it to their supervisor within two business days.
- Anonymous complaints will be accepted and investigated to the extent possible.

5.2 Initial Handling and Documentation

- The supervisor or appropriate staff member will acknowledge receipt of the complaint within five business days.
- The complaint and resolution steps will be documented in the **Complaint Log**, maintained by the CEO or designate.
- Complaints will be handled by the staff member best positioned to address the issue, under the oversight of their supervisor.

5.3 Escalation and Serious Complaints

If a complaint cannot be resolved at the staff level, or if it concerns a serious matter:

- It will be escalated to the **President & CEO** for review and resolution.
- Complaints involving privacy breaches will be referred directly to the **Chief Privacy Officer** (the President & CEO).
- If the complaint concerns the **President & CEO**, it will be referred directly to the **Chair of the Board of Directors**, who will determine whether to:
 - Conduct the review personally;
 - Assign the matter to the **Executive Committee**; or
 - Engage an independent third party to investigate.
- If the complaint concerns a **Board member**, it will be handled by the **Chair of the Board** (or Vice-Chair if the Chair is implicated).

5.4 Resolution

- The responsible party will investigate and respond to the complainant within 30 days whenever possible.
- The response will summarize findings, actions taken, and next steps.
- If the complainant is not satisfied, they may request review by the **Executive Committee of the Board**, whose decision will be final.

6. Reporting and Continuous Improvement

- The President & CEO (or delegate) will maintain a **central complaint log** documenting all complaints, their disposition, and any follow-up actions.
- An **annual summary report** of complaints and resolutions will be presented to the **Executive Committee** for review and any required corrective action.

- Patterns or recurring issues will be used to inform staff training, policy updates, and improvements to Foundation procedures.
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7. Confidentiality and Anonymity

- All complaints will be handled in accordance with applicable privacy laws and the Foundation's Confidentiality Policy.
 - Complainants may request anonymity, which will be strictly respected.
 - Information will be shared only with those directly involved in the resolution process.
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8. Retaliation

No individual shall face retaliation or adverse treatment for submitting a complaint in good faith.

9. Review and Approval

This policy will be reviewed every three years or sooner if required by law, best practice, or material changes in Foundation operations.