

## **COMPLAINTS POLICY**

### **1) SCOPE AND OBJECTIVES**

This policy has been created to serve as a guide on how to respond to complaints from the Saskatoon City Hospital Foundation's public stakeholders, such as donors and volunteers, when these stakeholders perceive that the Foundation is not in compliance with its policies and procedures, including matters that are addressed in the Imagine Canada Standard Program for Charities and Nonprofits.

*This document does not apply to complaints from internal staff of the Foundation - these should be reported through management.*

The Saskatoon City Hospital Foundation is a not-for-profit registered charity that is committed to high standards of conduct. We realize that occasionally there may be complaints from individuals about our operations and we wish to ensure that all our stakeholders have an opportunity to discuss these with us.

### **2) POLICY**

The Saskatoon City Hospital Foundation Board will ensure that all concerns and complaints will be investigated and resolved in a timely and respectful manner.

The Foundation office will keep a log of any reported complaints, whether received by email, telephone, or mail. This log will be maintained by the front-office administrative assistant, since most complaints would initially be received by that person.

Any complaints which cannot be dealt with immediately by the receiving person will be referred to the appropriate person within the Foundation office. This person will respond to the complaint within two days to acknowledge receipt of the complaint. If resolution of the complaint is not possible within that two day time frame, the complainant will be advised that their concern is being investigated and a response will be forthcoming as soon as possible.

The CEO of the Foundation will report to the Board annually on the number, type and disposition of complaints received. If it is considered that the complaint will seriously impact the Foundation, the CEO will inform the Governance Committee of the Board that it is being investigated.

The Foundation will publicize its complaints policy on the Foundation website, with instructions on where and whom to send information to within the Foundation.

Website: [www.schfgo.com](http://www.schfgo.com)  
Email: [info@schfgo.com](mailto:info@schfgo.com)  
Phone: (306) 655-8489

### **3) PROCEDURE**

- a) Complaints will be logged by the date received, name and contact information of the complainant, the nature of the complaint, and the person within the Foundation to whom the complaint was referred.
- b) The complaint will be investigated by the Foundation office.
- c) The complainant will be contacted, firstly to acknowledge receipt of the complaint, and then later when the complaint has been investigated.
- d) The Foundation will take corrective or disciplinary action, as appropriate and as required.
- e) The complaints log will be updated to give a brief description of the results of the investigation and to document any action taken once the investigation is completed.
- f) The CEO will review the log periodically to determine whether there are recurring complaints of a similar type. (If so, this may point to systemic process issues within the Foundation which need to be addressed).
- g) The CEO will report to the Board annually as to the number, type and disposition of complaints received.
- h) In the event of any complaints being received that are deemed to potentially or seriously impact the Foundation, the CEO will immediately inform the Governance Committee of the Board.

#### Policy Review

This policy was last reviewed and approved by the Governance Committee on May 22, 2019.