



<b>Responsibility:</b> Administrative – Fundraising & Ethics	<b>Subject:</b> Complaints policy	<b>5 - 90</b>
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		<b>Reviewed:</b> April 19, 2022
		<b>Supersedes:</b> November 1, 2016, June 17, 2013, Nov. 21, 2011

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## COMPLAINTS POLICY

### A: PURPOSE:

KidsAbility Foundation is committed to responding to complaints or concerns received from our stakeholders and/or general public in a prompt and respectful manner.

### B: DEFINITIONS:

**Stakeholders and donors** include current, past and prospective donors and any individual or group with an interest in the work of KidsAbility Foundation

**General Public:** includes any individual or group from the community at large who has filed an expression of concern.

**Complaint** includes any received expression of dissatisfaction on the part of an individual or group related to the actions of the Foundation.

### C: PROCESS:

1. It is expected that the majority of complaints or concerns will be administrative matters that staff are in a position to address immediately and to the complainant’s satisfaction within the existing systems in place in the Foundation. These may include, among other possibilities, a request to limit the number of solicitations annually, to discontinue solicitations, to correct an address or other contact information, to request that the donor not be solicited by telephone, to request information, or to inquire as to the status of a receipt. The staff person handling the complaint will ensure that the necessary procedures are followed to address the complaint.

2. As a matter of operational principle, complaints will be handled on a hierarchical level beginning with the staff and, if unresolved at that level, will proceed to the Executive Director, and, if still unresolved, to the Chair of the Board.

Staff members will attempt to satisfy the complainant’s concerns and will make a referral to the Executive Director only if they are unable to solve the matter at a staff level. In the event that a complainant remains dissatisfied after being referred to the Executive Director, the complainant will be

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informed that they can write an appeal to the Chair of the Board of the Foundation. An acknowledgement of receipt of the complaint will normally be made within three business days at each level of the review. The determination of the Foundation will be provided to the complainant in writing within ten business days of the date of the receipt of the written complaint.

3. As the Foundation has adopted Imagine Canada’s *Standards*, a complainant who remains dissatisfied with the disposition of the complaint has recourse to the Imagine Canada process. The complainant will be informed that s/he may pursue further remedy with Imagine Canada.

4. All contact information required by a complainant to move the complaint to the next level will be provided without prejudice by the Executive Director.

5. Complaints or concerns that are of an administrative matter may be considered events requiring simple quantitative tracking. Complaints of a more substantive nature - -including subsequent complaints from the same complainant on the same matter, and complainants not immediately satisfied with the resolution proposed -- will be documented in writing and the complainant will have access to such documentation.

6. The Executive Director will provide the Board of Directors with an annual report of all documented complaints and their outcomes, including, where appropriate, changes to systems or procedures taken to reduce the incidence of similar complaints in the future.

7. KidsAbility Centre for Child Development complaints received by the Foundation relating to KidsAbility and/or client care will be documented and referred to the CEO at KidsAbility for attention and/or resolution, and copied to the CEO of KidsAbility.


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**D: PROCEDURE:**

This procedure provides the guidelines for addressing a complaint to the Foundation.

**Scope**

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The Executive Director is responsible for handling complaints that go beyond those only requiring staff attention.

In the process of investigating the complaint, respect for the complainant and the reputation of the Foundation and KidsAbility are primary concerns. Level of risk and legal considerations are assessed and will determine the process for finding a resolution.

### Steps in procedure for all but administrative matters

1. The complainant issues an initial complaint in person, in writing, by phone, or by e-mail to a staff member.
2. The Executive Director receives written copies of the complaint or a staff member’s summary of an oral complaint.
3. The staff member or the Executive Director logs the complaint in the complaint register.
4. Normally within three working days, the Executive Director, or designate, contacts the individual to ascertain or corroborate the details of the complaint and then responds in writing that the complaint is being investigated.
5. The complaint is then investigated to determine the most appropriate resolution.
6. Decision making process – dependent on the scope, risk and severity of the issue, the following steps will be taken as soon as possible but no later than 60 days and the issue will be resolved in a timely manner dependent on the complexity of the issue:
  - Staff member resolves the issue and provides a written report of the resolution to the Executive Director
  - Executive Director resolves the issue as long as he/she has the authority to do so or
  - Executive Director brings the issue to the attention of the Chair of the Board and it is resolved
  - If legal counsel is required, the decision for consultation will be made by the Chair of the Board
7. The resolution of the issue is logged in the complaint register and reported in writing to the individual who reported to the complaint. All efforts are made to find a suitable resolution for the individual and for the Foundation in a timely fashion. Any complaints logged will be reviewed at the appropriate level of responsibility on a weekly basis until resolved.