

Section: GOVERNANCE PROCESSES	Policy Number: G 7.5
Policy: COMPLAINT PROCESS	Total Pages: 1 of 2
	Date Approved: April 2012
Policy Attachment(s): ■ Not Applicable	Date Reviewed: May 2023

### A. Introduction

From time to time, the Board of Directors may receive a complaint regarding the overall plans, policy and practices of the organization or the behaviour of an individual associated with the organization. To ensure accountability and effective stewardship, it is critical that an organization create a transparent, fair, and timely method of responding to complaints.

### B. Policy

The Board of Directors of Birchway Niagara is committed to resolving complaints in a fair and respectful manner. The Board of Directors will directly address any matter of concern regarding the purpose, plan and policy of the organization or violation of the Executive Authority and Limitations policy expectations established for the Executive Director. Complaints regarding operational matters are referred to the Executive Director for resolution.

### C. Procedures

- 1.0 Complaints with concerns regarding the purpose, policy, direction and/or violation of Executive Authority and Limitations will be directed to the President of the Board of Directors. Complaints regarding operations will be forwarded to the Executive Director and will follow the management policies and procedures of the organization. Complaints can be made orally or in writing.
- 2.0 The President and another Officer (Vice-President, Treasurer or Secretary) of the Board of Directors will discuss the nature of the concern with the complainant.
- 3.0 Either the President of the Board of Directors will request that the complainant submit his/her concerns in writing, or the President will document the concerns in writing. The written complaint will be forwarded to the Board of Directors for its consideration.
- 4.0 The Board of Directors will review the complaint within thirty (30) days of receipt unless the President determines that an immediate response is required.

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- 5.0 A response to the complaint will normally be communicated in writing to the complainant within fifteen (15) days of the board meeting at which the matter was discussed.