

BOARD POLICY

Name: Complaint Handling	Type: Corporate Policy
Category: Operations	Original Date of Approval: November 1, 2017
Status: FINAL	Date of Last Revision:
	Date of Last Review: March 26, 2019

Preamble:

Covenant Foundation believes it is important to resolve complaints professionally and promptly.

Purpose:

To provide direction as to how the foundation responds to complaints.

Policy:

Receipt & Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). The individual receiving the complaint is responsible to either resolve the matter or transfer it to another individual who can resolve it.

A complaint should include at least one of the three following elements:

- Complaint about the foundation;
- Potential damage or damages suffered by the complainant; or
- Request for corrective measures.

Resolving the Complaint

Upon receipt of a complaint every effort must be made by the foundation to resolve the complaint in a timely, effective, fair and respectful manner. Verbal complaints should be recorded when received, and if not resolved immediately, the complainant should be given a possible timeframe for resolution. Contact information including name, phone number and email contact should also be recorded.

Upon the receipt of a written complaint, the foundation must send an acknowledgement letter to the complainant in a timely fashion. This letter must include the following elements:

- Name of the person responsible for handling the complaint; and
- The expected timeframe for action, if this can be determined.

Complaints that cannot be easily resolved through the foundation office must be referred to the CEO for further review and possible discussion at Board level.

Complaint File

All complaints that involve disputes over money or that cannot be resolved immediately (same day as received) must be recorded in the Complaint File which must, at least, include the following information;

- Date of complaint;
- Complainant's name;
- Nature of the complaint and the circumstances;
- Name of the person who is the subject of the complaint;
- The name of the individual that handled the complaint; and
- The date and conclusions of the decision rendered in connection with the complaint.

Records in the Complaint File must be maintained for an appropriate period of time 2 years, following the resolution date.

Definitions:

Complaint: An expression of dissatisfaction alleging a grievance about the service, actions, or lack of action by the Foundation as an organization, or the conduct of staff, board members or volunteers acting on behalf of the Foundation.