



**YMCA OF GREATER SAINT JOHN ENDOWMENT FUND  
INC. (the “Endowment”)**

**SUBJECT:** Complaint Policy (the “Policy”)  
**EFFECTIVE DATE:** September 16, 2021  
**ISSUED BY:** Endowment Board of Directors (the “Board”)  
**APPROVED BY:** The Board on September 16, 2021

This policy is intended to encourage and enable all donors to or volunteers of the Endowment, or those who the endowment otherwise engages with, to raise any concerns or complaints that they may have so that they can be addressed, and if appropriate, actions can be taken to correct what is giving rise to the concern or complaint.

**Philosophy**

- All suggestions, concerns and complaints will be heard and dealt with promptly.
- We commit to review all suggestions and complaints in a fair, impartial and respectful way for all parties.
- Complainants regarding the Endowment are taken seriously and, in each case, will be reviewed by the Board.
- A clear and understandable response with reasons will be provided to each party interested in a decisions relating to a concern or complaint.

**Types of Complaints**

**Definition:** A complaint is an expression of dissatisfaction about interactions with, actions taken by, or lack of action by the Endowment, a Board member, or volunteer.

**No Retaliation**

It is contrary to our values for anyone to retaliate against someone who, in good faith, reports a concern or complaint, and such behaviour will not be tolerated.

**Complaint Receipt and Handling**

A complaint may be made verbally (by phone, video or in person) or in writing (by mail, fax, email), and may be received by any member of the Board, other volunteer of the Endowment or staff or management of the YMCA of Greater Saint John who work with the Endowment. It is the responsibility of the person who receives the complaint to acknowledge receipt of the complaint and to confirm that it will be dealt with in accordance with this policy. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information of the person expressing the concern or complaint, including name, phone number and email address should immediately be recorded.

All concerns and complaints expressed to the Endowment must be reported to the Board within two business days of receipt. The Endowment will seek to resolve the complaint within a reasonable timeframe following receipt.



Addressing a complaint may include one or more of: requesting further information from the person reporting the complaint, investigating the complaint, or modification of Endowment policies or procedures. The Board will determine what is required to resolve each complaint.

### **Acting in Good Faith**

The expectation of the Endowment is that everyone with an interest in or connection to any concern or complaint shall act in good faith in all circumstances.

### **Documenting the Complaint**

It is necessary to create a record of each concern or complaint immediately (on the same day it is received). Information about such concerns or complaints must be written down by each of the person(s) who receive and address the concern or complaint (including a description of the substance of the matter, who handled it, the resolution, timeframe, and a description of the resolution). Such information will be submitted to the Board.