



Complaint Resolution Policy

The Calgary Health Foundation (the “Health Foundation”) is committed to service excellence. If a stakeholder submits a concern or complaint about the policies, practices, procedures or conduct of the Health Foundation or its representatives, a response will be provided at the earliest possible opportunity.

Principles:

- The Health Foundation values the opportunity to address stakeholder concerns or complaints and strives to continuously improve
- All concerns will be treated fairly and with respect
- All concerns/complaints will be managed in a timely manner
- All Health Foundation staff and volunteers will have a working knowledge of the complaint resolution process

Procedure:

Any external stakeholder (such as donors, supporters, agencies and the public) who may have a concern or complaint can contact Calgary Health Foundation using any of the following methods:

By mail: Attn: Manager, People Services
Calgary Health Foundation
800-11012 Macleod Trail SE
Calgary, AB T2J 6A5

By fax: 403-943-0628

By email: fundraising@calgaryhealthtrust.ca

By phone: 403-943-0615

The individual who receives the complaint will direct it to the most appropriate staff member to respond. If the staff member responsible is unable to resolve the concern/complaint directly, a department leader and/or Executive leader will assist in resolving the issue.

A Complaint Resolution Log is monitored internally by the Health Foundation on a regular basis and is reviewed annually by the Governance Committee. The Board is informed of the number, type and disposition of complaints annually.