



Fundraising Complaint Resolution Policy

Purpose: To create a transparent and defined process for receiving and responding to external complaints in regards to donations and charitable giving.

1. Policy Statement

The Edmonton Humane Society (the “Society”) is a registered Canadian charity that is committed to high standards of activities and service excellence. The Society values the opportunity to address external stakeholder concerns or complaints in order to achieve service recovery and quality improvement.

2. Scope

This policy applies to the Society’s public stakeholders, such as donors and community volunteers.

3. Definitions

3.1 Public Stakeholder

“Public Stakeholder” or “Public Stakeholders” means anyone from outside the Society and could be, but not limited to, recipients of Society marketing and communications, suppliers, volunteers, donors, event participants, and sponsors.

3.2 Complaint

A complaint is an expression of dissatisfaction about the service, actions or lack of action by the Society as an organization or a staff member or volunteer acting on behalf of the Society that is escalated through the process identified in this policy.

4. Process of Raising a Concern

4.1 Reporting - Many problems can be resolved easily and quickly, often at the time they arise, by speaking to a Society representative or by contacting the Society’s general inquiries line (780-229-2941). If a problem cannot be resolved in this way, or if a member of the public wishes to make a complaint, the complaint should be submitted to the Director, Advancement & Social Enterprise, Edmonton Humane Society, using the following methods:

by email: giving@edmontonhumanesociety.com

by phone: 780-229-2941

by mail: Attention: Director, Advancement & Social Enterprise

Edmonton Humane Society

13620 163 St NW, Edmonton, AB T5V 0B2

The Society will acknowledge the receipt of a complaint within ten (10) business days.

4.2 Evidence – Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that he or she has made a report in good faith.

5. Complaint Receipt and Handling

5.1 Accountability and Documentation – All Society staff and volunteers will have a working knowledge of the Complaint Resolution Policy and associated processes.

Complaints will be initially handled by the Director, Advancement & Social Enterprise. Another staff member, Officer, or Board member may be assigned to handle the complaint. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

Information about such complaints must be recorded in the EHS Fund Development database. Information recorded will include a description of the complaint, who handled it, what was done to resolve the complaint, the timeframe of the complaint and a description of the resolution.

If the Director cannot resolve the complaint, it will be escalated to the CEO. The CEO will then determine the outcome; this decision made by the CEO is binding.

5.2 Further Investigation – The Society will investigate the complaint and may seek further information from any officer, director, employee, contractor, volunteer or stakeholder of the Society, as appropriate. Some complaints may require more effort to address. The actions taken by the Society with respect to a particular allegation will depend on the nature of the reported violation

5.3 Outcomes – Each case is unique, but the Society will handle any allegation reported pursuant to this policy respectfully and with discretion. If the facts warrant it, the Society will take corrective action or disciplinary action equal to the severity of the complaint.

5.4 Timeliness and Reporting Back – Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received. The Society will respond as soon as possible after the matter has been reviewed and a determination has been reached. The complainant will be advised of the results of the review.

5.5 Anonymous Allegations – Thorough investigation often depends on an ability to gather additional information. The Society encourages complainants to put their names to their inquiries. The Society will explore anonymous inquiries to the extent possible, but will weigh the prudence of continuing an investigation against the likelihood of confirming the alleged facts or circumstances from sources.

5.6 Report to the Board – A summary of the complaints received including number and type will be reported to the Board of Trustees annually.

6. Related Policies & Documents

- Code of Conduct and Ethics Policy
- Confidentiality & Privacy Protection Policy

Last review date: September , 2017