



COMPLAINTS POLICY

TITLE: Foundation Complaints Policy

APPROVED BY: PRESIDENT, JBH FOUNDATION

DATE: September 1, 2011

Purpose

The Joseph Brant Hospital Foundation (JBHF) is committed to a high standard of conduct. As such the Foundation is committed to ensuring transparency and accountability in its operations. The Foundation values feedback from all stakeholders as a means to improve practices and programs.

Guiding Principals

- All complaints will be acted upon in an immediate and respectful manner. If a complaint cannot be addressed by the appropriate level of Foundation staff, it will be forwarded to the Foundation President for resolution, and if necessary to the Chair of the Foundation's Board of Directors.
- Stakeholder feedback is important to the Foundation. It assists in the improvement of programs, procedures and practices.
- The JBH Foundation respects an individual's right to privacy and donor anonymity.
- The JBH Foundation adheres to strict ethical practices in all our fundraising activities. The JBH Foundation is a proud member of Imagine Canada and Association of Fundraising Professionals.
- An annual complaints report/donor survey findings will be presented to the Board for review.

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