

Complaints Policy

The Winnipeg Foundation is committed to providing the highest level of professional service to its donors, grant recipients, stakeholders and to the community it serves. The Foundation values its reputation in the community and takes great pride in its contributions to the community. The Foundation is committed to fair and equal practices as governed under the Canadian Charter of Rights and Freedoms.

If you have a complaint regarding the actions of The Winnipeg Foundation and/or one of its Board Members, Committee Members, Volunteers or Staff, we encourage you to contact our office to voice your concerns.

It is recognized that from time to time, issues or concerns may be brought forward, outside of this policy, to staff as information or for the purposes of clarification. At other times, formal complaints or concerns may be directed through this policy for a more in-depth review/resolution by the CEO. Reported complaints will be acknowledged within 48 hours with at least an initial response.

In order to review the complaint, Foundation staff will require, in writing, the name and contact information of the complainant(s), as well as a complete description of the facts of the complaint being raised.

To ensure all complaints are dealt with fairly, the respondent (individual/entity against whom the complaint is addressed) will have an opportunity to respond to the complaint brought against them.

Every effort will be made to resolve complaints quickly and to the satisfaction of both the complainant and The Winnipeg Foundation within ten business days. Complaints will be addressed at the appropriate level within the organization, at most by the CEO or if the complaint involves the CEO, by the Board Chair.

All relevant documentation, including reports, discussions and supporting information shall remain in the control and custody of the Compliance Officer (the CEO).

On an annual basis, the CEO and Board Chair will report to the full Board of Directors on the status, volume and severity of any complaint received.

Please direct your complaint to Adele Kavanagh, Executive Services Specialist:

Phone: 204.944.9474

Email: akavanagh@wgpfdn.org

1350 One Lombard Place
Winnipeg, MB R3B 0X3

APPROVED: December 15, 2015

