



COMPLAINTS POLICY

TITLE: Foundation Complaints Policy

APPROVED BY: PRESIDENT, JBH FOUNDATION

DATE ISSUED: September 1, 2011

DATE REVISED: May 28, 2020

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 Principles

- All complaints will be acted upon in an immediately and in a respectful manner. If a complaint cannot be addressed by the 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.
- 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 the Association of Fundraising Professionals.
- An annual complaints report/donor survey findings will be presented to the Board for review.

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