



VICTORIA FOUNDATION

CONNECTING PEOPLE WHO CARE WITH CAUSES THAT MATTER®

EXTERNAL COMPLAINTS POLICY

The Victoria Foundation is committed to providing the highest level of professional service to its donors, grant recipients, stakeholders and the community it serves. The Foundation values its reputation in the community and takes great pride in our contributions to the community.

If you have a complaint regarding the actions of the Victoria Foundation and/or one of its board members, committee members, volunteers or staff, we encourage you to call our CEO to discuss your concerns.

A complaint received will be addressed within five business days, at most, by the CEO. If the complaint involves the CEO, please contact the Board Chair.

All complaints will be brought forward to the Board Chair outlining the nature of the complaint and the steps to be taken to achieve resolution. Any complaint involving the Board Chair will be forwarded to the Chair, Finance & Audit Committee. If at any time a complaint cannot be resolved by the CEO and management, the Board Chair will be notified and brought into the resolution process.

On a regular basis, the CEO and Board Chair will report to the full Board of Directors on the status, volume and severity of any complaints received.

Please direct your complaint to:

Mrs. Sandra Richardson, CEO
PH: (250) 381-5532 ext. 223
sandra@victoriafoundation.bc.ca

Or

Current Board Chair
c/o Brin Morgan, Director, Governance and Executive Operations
PH: (250) 381-5532 ext. 237
bmorgan@victoriafoundation.bc.ca

POLICY REVIEW

This Policy will be reviewed at least every three years by the Governance & Nominating Committee with revisions to be approved by the Board of Directors.

COMPLAINTS POLICY	
Board Review and Approval:	June 24, 2011
Reviewed and Approved:	June 29, 2012
Reviewed and Approved:	September 26, 2014
Reviewed and Approved:	September 30, 2016
Reviewed and Approved:	September 28, 2018
Revised and Approved:	January 29, 2021
Revised and Approved:	June 29, 2023