

This policy covers MakeWay Foundation and MakeWay Charitable Society, collectively called MakeWay.

MakeWay is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such concerns or complaints, and that they need avenues to do so. We also believe that the process for resolving concerns or complaints should be timely, fair and respectful.

This policy sets out the process for addressing concerns and complaints that stakeholders, including donors, funders, supporters and the public, may have with MakeWay. A complaint may be about wrongdoing, an error, non-compliance with MakeWay policies, or other matters relating to our projects and programs, fundraising, donor relations, a staff member or volunteer, privacy issues or communications. This policy does not apply to persons or organizations that may be in disagreement with MakeWay's mission.

## **How to Make a Complaint**

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1. If you have a complaint or concern, you are encouraged to talk with the staff person at MakeWay who is most connected to the concern or situation. The relevant person can be found:
  - a. through the MakeWay website;
  - b. by emailing [concerns@makeway.org](mailto:concerns@makeway.org); or
  - c. by calling our Chief Financial OfficerYour concern will be directed to the person most able to assist you with the process of making and addressing the complaint.
2. This relevant person will document your concern. He or she will include your name and contact information, the date, a description of the complaint, and what you request to resolve the complaint. It is hoped that through this conversation, your concern will be addressed to your satisfaction. You will be kept informed if there are more steps involved in addressing your concern.
3. If your complaint is not resolved, or if you are uncomfortable discussing the issue with the relevant person, you can inform the supervisor of the relevant person about the complaint. If you do not know who the supervisor is, you can contact the Chief Financial Officer.
4. If the supervisor or the Chief Financial Officer is not able to resolve the complaint to the satisfaction of all parties, it will be referred to the President & CEO. The

### **Toronto**

832 College St.  
Toronto, ON M6G 1C8

### **Vancouver**

400-163 West Hastings St.  
Vancouver, BC V6B 1H5

### **Yellowknife**

300-4902 49 St.  
Yellowknife, NT X1A 2P8

### **makeway.org**

1.866.843.3722

President & CEO will then determine appropriate actions or recommendations and will inform you in writing of this information.

- Where a complaint is related to the Chief Financial Officer, the stakeholder may inform the President & CEO directly
- Where a complaint is related to the President & CEO, the stakeholder may inform the Chair of the Governance Committee directly

5. It is the responsibility of MakeWay staff to implement the recommendations.
6. MakeWay management may, in its sole discretion, determine that a complaint relates to MakeWay's mission rather than its activities and decline to process the complaint.

### **Guidelines for Implementation**

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1. Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith.
2. The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 10 business days, and within 20 business days for complaints escalated to the Governance Committee of the Board.
3. Documentation about the complaint will be kept in a file separate from any other file related to the stakeholder.
4. It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
5. It is the responsibility of the Chief Financial Officer to track and respond to any trends identified through the complaint resolution process.
6. It is the responsibility of the President & CEO to report to the Board annually on the number, type and disposition of the complaints received.