
A. Policy Purpose

Hospice Wellington 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 complaints or concerns, and that they need avenues to do so.

We are committed to:

- addressing complaints in a timely, fair, respectful, and accountable manner
- ensuring accessibility and transparency
- protecting confidentiality and privacy
- demonstrating risk management
- improving our processes to address stakeholder concerns
- providing an opportunity to explain the problem, promptly taking action, and ongoing follow up until the matter is resolved.

Hospice Wellington wants to hear any concerns and complaints that stakeholders (including donors, funders, clients, families, contractors, and the public) may have about Hospice Wellington. A complaint may relate to our services, programs, fundraising, donor relations, volunteer relations, or communications.

B. Procedures

The process for submitting a complaint on a confidential basis is set out in Hospice Wellington *Leadership Policy LT23 Complaints*. This policy and LT23 will be posted on the Hospice Wellington website for ease of access to all stakeholders.

C. Review

This policy will be reviewed annually by the Governance Committee, for recommendation to the Board.

Approved by Governance Committee: June 10, 2021
Approved by Board of Directors: June 23rd 2021

References: Imagine Canada Standard 14 Governance