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PURPOSE

The purpose of this policy is to ensure that Southlake Health Foundation (the Foundation) responds promptly, transparently, and respectfully to complaints by stakeholders.

DEFINITIONS

Complaint: An expression of dissatisfaction about service, actions, or omissions by the Foundation, either as an organization or through staff or volunteers acting on its behalf.

Complainant: An individual who initiates a Complaint.

Respondent: An individual against whom a Complaint is made.

SCOPE

This policy applies to all Foundation staff and volunteers.

POLICY

1. In accordance with this Policy, the Foundation is committed to investigating and resolving Complaints in a manner that is timely, respectful, fair and impartial.
2. To support a thorough understanding of a Complaint and help facilitate a timely investigation, Complainants will be asked to complete a written Complaint Intake Form, available upon request, setting out the pertinent details supporting their Complaint. A copy of this policy and the point of contact for intake of Complaints shall be available on the Foundation website.
3. To ensure timely resolution of Complaints, the Foundation will determine an investigator as it deems appropriate, having regard to available resources and the subject matter of the Complaint. The Foundation reserves the right to appoint an internal or external investigator, at its sole discretion.
4. Complainants will be provided with timely updates during any review or investigation process.
5. Upon completion of any investigation, Complainants will be provided with a summary of any outcomes.
6. Complainants will be advised of their options to escalate their Complaint, if they are dissatisfied with the review or outcome, including elevation to the Foundation CEO, and/or Board of Directors, and/or Imagine Canada, as appropriate.
7. Where a Complaint is made in respect of an individual, the applicable Respondent will be made aware of the substance of the Complaint by Management, as appropriate, and provided with a fair opportunity to respond.
8. Management will review Complaints on a timely basis and will consider same in an effort to improve services, policies and procedures and/or mitigate future issues.

CONTINUED: **POLICY – Complaints**

9. Confidentiality regarding Complaints and related investigations will be respected to the fullest extent possible.

BOARD

Management will report at least annually to the Board on all complaints, per the Imagine Canada standards, and otherwise as appropriate to mitigate organizational risk. The annual comparative report (to prior year) will include the number, type, and disposition of Complaints received.

IMAGINE CANADA

The Complaints Policy is posted on the Foundation's website as per Imagine Canada requirements. Should a Complainant be dissatisfied with resolution of their Complaint and should the complaint relate to any matter or requirement under the Imagine Canada Standards program, then the complainant will be advised that their Complaint will be reported to Imagine Canada. The Complainant will also be provided with the information required to directly report their complaint to Imagine Canada. All Complaints falling within the Imagine Canada Standards Program will be reported as required.

WHISTLE BLOWER POLICY

Complainants will be advised to consult the Whistleblower Policy to determine whether their Complaint would be best elevated via this process.

CONTROLS

Management is accountable for ensuring a Complaints process is in place, including ensuring that Complaints are logged and appropriately reported to the Board in accordance with this Policy.