



## EXTERNAL COMPLAINTS POLICY

The Victoria Foundation (the “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 CEO and the Vice Chair. 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:

Mr. Ian Bird, CEO  
PH: (250) 381-5532 ext. 2500  
[ibird@victoriafoundation.bc.ca](mailto:ibird@victoriafoundation.bc.ca)

Or

Board Chair  
c/o Brin Morgan, Senior Director, Governance and Executive Operations  
PH: (250) 381-5532 ext. 2370  
[bmorgan@victoriafoundation.bc.ca](mailto: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.

| <b>COMPLAINTS POLICY</b>   |                    |
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| 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 |

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| Revised and Approved: | January 29, 2021   |
| Revised and Approved: | June 29, 2023      |
| Revised and Approved: | September 10, 2026 |