

'Operations-Complaints Policy'

Board Policy (4.5)



Published Date: June 2012

Revision Date: June 1, 2015

Review Date:

WVC recognizes the value and commitment of its donors to the work of World Vision and to the well-being of the children we serve. WVC also values and welcomes the comments, suggestions and complaints provided by its donors and supporters, which contribute to the ongoing improvements to its operations, services and products.

WVC is open and receptive to receiving any and all comments, suggestions and complaints offered by its donors, supporters and representatives, as well as the general public at large. WVC provides various opportunities to receive such communications, such as telephone, letter, email, website, etc.

WVC is committed to treating any and all comments, suggestions and complaints received in a fair, responsible and consistent manner. In demonstration of this commitment, this policy will be posted on the WVC Website.

The Senior Leadership Team is responsible to ensure there are open, effective and efficient means in which donors, supporters and the general public are able to voice their comments, concerns and complaints. The Senior Leadership Team is also responsible to ensure that there is an effective and efficient escalation process in place, for complaints which cannot be effectively dealt with in a timely manner.

The Senior Leadership Team is responsible to:

- Ensure that this policy, and any associated policies, are carried out in an effective and timely manner and in accordance with the wishes and intent of the board
- Ensure that there are effective procedures in place to process all comments, suggestions and complaints in a timely manner
- Ensure there is an appropriate escalation process in place for unresolved or significant issues and complaints
- Ensure there is a process in place to advise the Senior Leadership Team of all unresolved or significant issues and complaints

The Senior Leadership Team is also responsible to provide regular reports (at least annually) to the Board regarding the number, types and disposition of the complaints received.

Definitions:

Complaints: Any expression of dissatisfaction with World Vision Canada, its work, processes, or with its employees, representatives or volunteers.