



Board Governance Policy Manual

Title	Complaints Policy	Policy No.	GOV1.14
Motion Date	May 26, 2016	Section	GOV1 - Governance Policies
Motion No.	13	Review Date	August 23 rd 2018
Next Review		Review Motion No:	121
Guiding Doc	Imagine Canada Standard A14	Reference Doc	

The organization has a complaints policy applicable to external stakeholders. This policy is posted on its website. The organization responds promptly to complaints by external stakeholders. The Executive Director informs the board annually of the number, type and disposition of complaints received.