



## COMPLAINTS POLICY

The Coquitlam Foundation (the “**Foundation**”) is committed to providing the highest level of professional service to its donors, grant recipients, stakeholders and the residents of Coquitlam. The Foundation values its reputation in the community and takes great pride in our contributions to it.

If you have a complaint regarding the actions of the Foundation and/or one of its Board members, committee members, volunteers or staff, we encourage you to call our board Chair to discuss your concerns.

A complaint received will be addressed within five business days, at most, by the Chair. If the complaint involves the Chair, please contact the Foundation’s Executive Director.

All complaints will be brought forward to the Chair outlining the nature of the complaint and the steps to be taken to achieve resolution, except that any complaint involving the Chair will be forwarded to the Secretary.

On a regular basis, at least one of the Chair, Secretary, and Executive Director will report to the full Board on the status, volume and severity of any complaints received.

Please direct any complaints to:

Roch Ripley, Board Chair, ph: (604) 443-7632, e-mail: [chair@coquitlamfoundation.com](mailto:chair@coquitlamfoundation.com)

Hazel Joomratty, Secretary, ph. (778) 865-2907, e-mail: [secretary@coquitlamfoundation.com](mailto:secretary@coquitlamfoundation.com)

Lisa Landry, Executive Director, ph: (604) 468-9598, e-mail: [llandry@coquitlamfoundation.com](mailto:llandry@coquitlamfoundation.com)