



Rideau Valley
Conservation
Foundation
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Complaints Policy

The Rideau Valley Conservation Foundation (RVCF) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure on our website so that people know how to contact us to make a complaint
- To make sure everyone at RVCF knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of RVCF.

Where Complaints Come From

Complaints may come from any person or organisation that donates or partners with the RVCF. Any complaints received by RVCF but that are ultimately intended for the Rideau Valley Conservation Authority will be forwarded to them to be handled under their policies.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Executive Director.

Review

This policy is reviewed regularly and updated as required.

Adopted on: November 21, 2016
Reviewed and Approved: April 24, 2017