


Policy Name:	COMPLAINTS TO THE BOARD OF GOVERNORS	
Approved By:	President's Council & Board of Governors	
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Policy Holder:	Board of Governors	
Operational Lead:	President and CEO	
Policy Number:	BRD-GP-016	

COMPLAINTS TO THE BOARD OF GOVERNORS POLICY

1.00 PURPOSE

- 1.1 To ensure that the Board of Governors fulfills its accountability to the ownership, but does not interfere in matters it has delegated to the President & CEO, the following process shall be followed in the case of a Board of Governors member receiving a complaint regarding an operational area from a member of the community.

2.00 DEFINITIONS

- 2.1 None

3.00 POLICY STATEMENT

- 3.1 The Board Member should not offer any evaluative comments or solutions.
- 3.2 The Board member should explain to the individual that the Board of Governors has delegated certain responsibilities to the President & CEO, and that the Board of Governors holds them accountable and indicate that the President & CEO or their Delegate will be asked to look into the matter and respond directly.
- 3.3 The Board Member should indicate that if the issue has not been addressed the individual should submit a letter to the Board of Governors.

4.00 REPORTING RELATIONSHIP

- 4.1 The Board member should inform the President & CEO or individual designated by the President & CEO of the complaint, and request that it be handled.

5.00 RELATED POLICIES, PROCEDURES, AND SUPPORTING DOCUMENTS

- 5.1 None

6.00 HISTORY

Created/Revised/ Reviewed	Date	Author's Name and Role	Approved By
Created	Dec. 7, 2012		President's Council and Board of Governors