



## **United Way London & Middlesex**

### Complaints policy

Members of the public are welcome to express concerns to United Way with respect to the conduct of its staff, volunteers and operations.

#### Process

To launch a formal complaint, the complainant must submit his/her concerns in writing and identify him or herself. United Way will not respond to verbal or anonymous complaints, however accommodations will be made for individuals with disabilities. The complaint should be submitted to the Director, Finance & Operations.

Upon receipt of a formal complaint the Director, Finance & Operations will log the complaint in a registry and appoint an appropriate staff person to investigate the complaint.

Once a formal complaint is received, United Way will fully, fairly, and transparently deal with concerns or complaints received from members of the public regarding its staff, volunteers, or operations in an expeditious fashion. The complainant will be kept informed of the status of the complaint and expected timelines for resolution.

At the end of the investigation, the complainant will receive clear information about the decisions relating to the complaint. If the complainant is dissatisfied with the decision(s), they may appeal the decision within 10 business days and have the concern escalated to the Chief Executive Officer, if the appeal is still not resolved it can be escalated within 10 business days to the Board of Directors for final consideration.

The Director, Finance & Operations will report at least annually on the number and type of formal complaints received and the resulting resolutions.

Formal complaints are to be submitted in writing to:

United Way London & Middlesex  
Director, Finance & Operations  
409 King St., London, ON N6B 1S5  
Telephone: 519.438.1721  
Fax: 519.438.9938  
[uw@uwlondon.on.ca](mailto:uw@uwlondon.on.ca)