



## **Board Policy**

### **Handling of Complaints by Applicants or Grantees**

#### **1. General Policy**

Grant and scholarship decisions made by the Grants Panels, Distribution Committee or the Board of Trustees are not subject to appeal. However, in the course of working with applicants and/or grantees, complaints about the grant process or other aspects of the Foundation's work may arise and the Foundation shall ensure that such complaints are handled in an appropriate, effective and efficient manner.

#### **2. Process**

When an applicant or grantee identifies an issue or concern, staff should try to resolve the issue at the earliest point. If it is not possible to resolve the issue at the staff level, the applicant or grantee should be encouraged to communicate directly with the President about the complaint. The President shall discuss the complaint with the applicant and appropriate staff, and adjudicate the complaint within 10 working days of being informed of the complaint. The President shall maintain a log and file of all complaints received by the Foundation and their resolution. The Complaint Log shall be provided to the Board of Trustees for their review on a quarterly basis.

If the complaint involves the President, the complainant shall be asked to communicate directly with the chair of the Board of Trustees, who shall rule on the complaint with input as he or she deems necessary from the Board of Trustees.

All complaints that involve the Foundation's financial integrity shall be subject to the reporting and investigation provisions of the Foundation's Whistle Blower Policy.

Approved by the Board of Trustees: 10/25/07