

Complaint Resolution Procedures

Habitat for Humanity Vancouver Island North (HFHVIN) is committed to providing excellent service. We recognize that, from time to time, there may be concerns or complaints and that our stakeholders have the right to raise such complaints or concerns.

This policy sets out the process for addressing concerns and complaints that stakeholders, including volunteers, donors, funders, supporters, program participants and the public, may have with HFHVIN.

HFHVIN is committed to addressing complaints in a timely, fair and respectful manner while ensuring stakeholders are provided with updates throughout the complaint process.

Complaint Resolution Procedures

If you have a complaint or concern about your experience at HFHVIN, you are encouraged to talk with the staff person that is your primary contact, or has the knowledge specific to your situation. Complaints can also be received by mail, email, phone or in person. For resolution contact info@habitatnorthisland.com or call 1-250-334-3777 and your complaint will be forwarded to the appropriate staff person.

In order for HFHVIN to be able to respond to your complaint, you must let us know you wish to make a complaint, provide your name and contact information (including valid email and phone number), the date the issue occurred and a description of the issue.

The initial acknowledgment to your complaint will occur within two business days and a resolution within 10 business days.

If the complaint is transferred, the recipient will acknowledge to the transferor that the individual has received it and will act on it.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by themselves or another employee.



We build strength, stability and self-reliance.

For any complaint involving money or that cannot be resolved immediately (on the same day it is received), the HFHVIN staff person assigned to your complaint will document your concern along with the final resolution or decision. All donor complaints will be documented in the donor's record.

A final decision concerning your complaint will be discussed with you at the end of an investigation into your complaint.

If your complaint is not resolved, or if you are uncomfortable discussing the issue with the relevant staff person, the complaint should be escalated to the Executive Director. If the complaint is related to the Executive Director, you may direct the complaint to the Board Chair, who will work with you to resolve the complaint. Every effort should be made to resolve escalated complaints within an additional 10 business days.

It is the responsibility of the Executive Director to provide the Board with an annual summary on the number and type of complaints received.

HFHVIN reserves the right to choose not to respond to complaints judged as unfounded.