

CALGARY STAMPEDE FOUNDATION STANDARD OPERATING PROCEDURE			
Department	Administration	Number	CSF-PE-SOP-001
Subject	Internal and external complaints	First Issued	August 13, 2020
		Effective	
Issued to	All CSF employees	Version	1
Approved by	Executive Director	Next Review	August 2022

1.0 PROCEDURE STATEMENT

The Calgary Stampede Foundation (the "Foundation") encourages and is receptive to communication from its external and internal stakeholders. The Foundation recognizes that its operations and processes are not perfect and can always be improved with the input from its stakeholders.

2.0 PROCEDURE RATIONALE

This procedure formalizes a process to receive this input that can include complaints about Foundation personnel and processes. The procedure will deal promptly with the investigation of such complaints in as much detail as is warranted.

3.0 SCOPE

This process applies to any member of the Foundation who interacts with internal and or external stakeholders including volunteers, donors, program participants, and the general public.

4.0 PROCEDURE DEFINITIONS

Foundation Member: defined as Foundation directors, officers, management, employees, contractors and persons other than guests who organize and operate and oversee Foundation programs and activities.

Management team: refers to all management level employees reporting directly to the Executive Director.

Complaint is defined by the following levels:

- Level 1 - customer service complaint from internal and/or external stakeholder
- Level 2 - allegation that may cause harm or impact the reputational or operational risk to the organization.

5.0 PROCEDURE DETAILS

All complaints will be recorded on a Complaint Log (see appendix).

Any Foundation Member can receive a complaint and the person taking the complaint will endeavor to capture all of the details of the complainant including full name, contact information (phone number, email), and as much detail about the date and time, the people involved, the issue(s) that caused the complaint, and, if possible, the expected outcome of the complainant.

5.0.1 The person receiving the complaint will refer to the complaint definition in order to best complete an investigation of the complaint.

5.0.2 If the complaint is a breach of the Code of Conduct, Respectful Workplace Policy, Fraud policy or criminal in nature the Member will refer to the aforementioned policy and procedure. (See appendix)

5.0.3 The complaint should be communicated to the Operations Manager as soon as

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possible and a level 1 or 2 of responsibility assigned. Level 1 complaints are handled at the employee level. Level 2 complaints are handled by an assigned employee and the Executive Director.

- 5.0.4** The results of the investigation and the actions taken will be communicated back to the complainant in a timely manner, depending on the depth and detail of the investigation.
- 5.0.5** All complaints are to be recorded and reviewed by the appropriate Foundation Manager.
- 5.0.6** The Complaint Log will be stored in a secure location and accessible to Foundation Managers and Executive Director at any time.
- 5.0.7** The Complaint Log will be reviewed quarterly by the Foundation Managers and Executive Director.
- 5.0.8** Once the investigation process has been completed, the Complaint Log will be updated.

6.0 RESPONSIBILITY FOR PROCEDURE ADMINISTRATION

The Management Team will have the responsibility for maintaining and administering this policy. All Foundation staff and contractors will be made aware of this procedure as part of their orientation and they are encouraged to support this so that the Foundation is able to improve with the input of all Foundation personnel and external stakeholders.

The Executive Director will table the Complaints Log annually at a pre-scheduled meeting of the Strategy & Governance committee and respond to any questions or concerns raised. This communication will form part of the committee minutes and will be identified as part of the Strategy & Governance committee report at the next Foundation Board meeting.

7.0 REFERENCES

Code of Conduct CSF-CP-007
 Respectful Workplace CSF-PE-001
 Fraud Policy CSF-AF-002

APPENDIX

Complaints Log