

# External Complaints Policy



Board Approved: January 28, 2014  
Board Approved: April 2016  
Board Approved: June 19<sup>th</sup>, 2019

The Stephen Lewis Foundation (SLF) is deeply accountable to the grassroots organizations we partner within Africa and to our generous supporters who stand in solidarity with them. We actively strive to meet the highest ethical and human rights standards in all our work, including our policies, processes, and ways of interacting.

If you experience something that does not seem in line with our principles or approach, we genuinely want to hear your constructive feedback; no issue is too small. It gives us an opportunity to learn and engage in meaningful conversation. We will respond to your feedback or complaint with appropriate timeliness and sensitivity.

This Policy is reviewed annually, and presented to the Board of Directors for approval every two (2) years, or more frequently if there is a material change.

### **Complaint Resolution Procedures:**

We will address any complaints, in a prompt, fair and open manner, with decisions based on sufficient investigation of all the circumstances surrounding the complaint.

1. If you have a complaint or concern about your experience with the Stephen Lewis Foundation, please be in touch with us by your preferred method:
  - By email: [externalfeedback@stephenlewisfoundation.org](mailto:externalfeedback@stephenlewisfoundation.org)
  - By leaving a voice message on a dedicated voice mail box: 1-888-203-9999, ext 310
  - By mail: 100 - 260 Spadina Avenue, Toronto, ON, M5T 2E4 (Attn: External Feedback)

Your feedback will be forwarded to the appropriate senior staff person for a response.

2. Please include your name and contact information (email and phone), along with description of the issue, date the issue occurred, and any possible desired outcomes.
3. The initial acknowledgment of your feedback or complaint will occur by the appropriate senior staff person within 3 business days. We will follow up within 10 business days with a resolution. However, we will attempt to deal with it immediately or we may need to request further information.
4. If you do not feel that your feedback or complaint was satisfactorily addressed or resolved, your complaint will be referred to the Executive Director of the Stephen Lewis Foundation.