



North Peace Housing Foundation  
Board Governance Handbook

<b>Section</b> 4.0 CODE OF CONDUCT		<b>Subject</b> 4.2 COMPLAINTS	
Page 1 of 1	<b>Board Motion</b> 109.09.19	<b>Effective Date</b> September 4, 2019	<b>Last Revised Date</b> September 4, 2019

REPORT A  
COMPLAINT

Any person, in good faith, may report perceived wrongdoing or make a complaint alleging a breach of the Foundation's Code of Conduct by a Board Member. In order to protect the complainant and the Board Member, all reasonable attempts shall be made to keep the reports and complaints confidential until full investigation is completed.

COMPLAINT  
REPORT  
SUBMISSION

The report or complaint shall be in writing outlining the nature and specifics, be dated, include the name of the complainant, be signed, marked "confidential" and addressed to the Board Chair (or in the case of perceived wrongdoing of the Chair, to the Vice-Chair). The complaint may be mailed, emailed or hand-delivered to the Foundation office. All received complaints shall be included in a closed session.

ANONYMOUS  
COMPLAINT

An anonymous report or complaint shall not be considered valid. No follow-up and/or action will be taken.

COMPLAINT  
INVESTIGATION

Depending on the nature of the complaint, the Board may:

(1) authorize the Chair and Vice-Chair (or in the case of wrongdoing by the Chair, the Vice-Chair and one other Board Member) to investigate the complaint and report back to the Board;

(2) dismiss the report or complaint as invalid;

(3) request legal opinion regarding the report or complaint;

(4) request the Foundation's legal counsel to investigate the complaint and report to the Board through the Chair (or in the case of perceived wrongdoing by the Chair, through the Vice-Chair).

INVESTIGATION  
FINDINGS

The results of the investigation and the Board's decision shall be publicly communicated.

If the complaint is determined to be valid by the majority of the Board or through independent legal advice, the Board may impose sanctions, in accordance with the Alberta Housing Act Management Body Operation and Administration Regulation, defining the specific action to be taken by a motion.

Adopted By

  
Hazel Reintjes (Board Chair)

Date:

