

BOARD POLICY MANUAL

Type:	Governance Process	Approved:	October 25, 2011
Policy:	GP-15 Handling of Operational Complaints	Revised:	October 26, 2023
		Last Reviewed:	April 11, 2024

To ensure that the Board fulfills its accountability to the ownership but does not interfere in matters it has delegated to the Key Employees, the following process shall be followed in the case of a board member receiving a complaint regarding an operational matter.

1. The board member shall inquire if the proper internal communication protocol for registering concerns has been followed. If not, the individual shall be directed to the appropriate person, and the board member shall take no further action. As a courtesy the board member may inform the Director or Principal.
2. The board member shall not offer any evaluative comments or solutions.
3. If the internal protocol has been followed and the concern has not been resolved through that action, the board member shall explain to the individual that the Board has delegated certain responsibilities to the Director and/or Principal, and that the Board holds them accountable. Request the individual to communicate their concern to the appropriate Key Employee, who is accountable to ensure that the matter is looked into and responded to directly. The board member may accompany the individual if so requested.
4. The board member shall ask the individual to contact him or her again if the matter has not been addressed within a reasonable time period.