

# Canadian Cancer Society

## Ethical Code Complaints Recording and Reporting Policy and Procedure

### **Preamble**

The Canadian Cancer Society (CCS) is committed to dealing with donor requests and complaints promptly and fairly. The Canadian Cancer Society leverages complaints and concerns to improve its business practices and procedures.

The Canadian Cancer Society is committed to:

- listening and investigating thoroughly
- recording all written and spoken complaints
- dealing with complaints in an appropriate, fair and timely manner
- respecting the privacy and anonymity of all individuals

In compliance with the Ethical Code, the Canadian Cancer Society will post its complaints process and related contact information on cancer.ca. The Canadian Cancer Society will respond promptly to a complaint about any matter that is addressed in the Ethical Code.

### **Definition of a Complaint under the Ethical Code**

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or group who wish to complain if they are not satisfied with the interaction or experience they had with the Canadian Cancer Society.

Complaints may be related to, but are not limited to:

- beliefs that funds are not appropriately spent
- overlapping fundraising campaigns such as door-to-door and direct mail
- failure of the Canadian Cancer Society to act on a request to remove a donor's name from the mailing list



The Ethical Code differentiates complaints from ordinary requests that donors may have of the charity. These requests may include:

- requests to limit the frequency of solicitations
- requests to not be solicited by telephone or other technology
- requests to receive printed material concerning the Canadian Cancer Society
- requests to receive a tax receipt for a donation

### **Communicating the Complaints Process**

Management as well as employees engaged in fundraising and those engaging with donors or potential donors must be aware of the process for addressing complaints under the Ethical Code. The complaints process and related contact information must be posted on cancer.ca.

### **Complaint Procedures for Complaints Related to the Ethical Code**

The person making the complaint should speak to a Canadian Cancer Society representative at the local unit, regional, provincial or national level. The complainant will be informed that the Canadian Cancer Society can use personal information provided by the complainant for the purposes of investigating the complaint. If the complaint involves a third party, the Canadian Cancer Society will assume, unless otherwise advised, that the complainant has given permission to contact that third party in order to resolve the complaint.

The most responsible person for each complaint will ensure that the complaint is resolved to the best ability of the Canadian Cancer Society to meet the needs of the complainant. If the complainant is not satisfied with the outcome, the complainant should be offered the opportunity to escalate the complaint to the next level of supervisor.

### **Categories of Complaints Related to the Ethical Code**

Refer to the Ethical Code for a description of the compliance requirements:

- Section A – Donor Policies and Public Representations
- Section B – Fundraising Practices
- Section C – Financial Practices and Transparency



### **Reporting Compliance with the Ethical Code**

The Canadian Cancer Society must report quarterly continued compliance with all requirements of the Ethical Code and must attach a copy of the most recent financial statements quarterly.

The number and nature of the concerns raised by regulators such as Canada Revenue Agency and the Privacy Commission quarterly to the CCS quarterly.

Quarterly compliance reports to be incorporated into the quarterly financial statements.

