

## **HABITAT FOR HUMANITY HAMILTON – AFFILIATE POLICY**

NAME: External Complaints Policy

TYPE: Board

DEPARTMENT: Governance

DATE: January 21, 2026

REVISION DATE: N/A

STATUS: FINAL

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### **INTENT**

Habitat for Humanity Hamilton (Habitat Hamilton) is committed to providing excellent service. We recognize that, from time to time, there may be issues and concerns with our programs, and want our stakeholders to understand that they have the right to raise such complaints or concerns, and that these issues will be dealt with promptly and confidentially.

### **POLICY**

This policy outlines the process for addressing concerns and complaints from stakeholders, including donors, funders, supporters, program participants, volunteers, and the public. A complaint may pertain to our services, programs, fundraising, donor relations, volunteer relations, communications, or Habitat Hamilton ReStores.

We are committed to addressing complaints in a timely, fair, and respectful manner while ensuring you are kept informed throughout the process.

### **Complaint Process**

#### **Step 1: Submitting a Complaint**

If you have a complaint or concern about Habitat Hamilton, we encourage you to speak directly with the manager associated with the issue. If this is not possible, or if the issue is not resolved, you may submit your complaint in writing using one of the following methods:

Email: [feedback@habitatthamilton.ca](mailto:feedback@habitatthamilton.ca)

Mail: Habitat for Humanity Hamilton

285 Nash Road North, Unit 1

Hamilton, ON L8H 7P4

Please include the following information in your complaint:

- Your name and contact information (email and phone number).
- Date(s) of the incident or issue.
- A detailed description of the issue or concern.
- Any steps you have already taken to address the issue.

#### **Step 2: Acknowledgement and Initial Response**

We will acknowledge receipt of your complaint within 6 business days.

We aim to launch an investigation within 10 business days. If resolving your issue requires more time, we will inform you of the anticipated timeline.

Habitat Hamilton reserves the right not to respond to complaints that are anonymous, lack sufficient basis, are vexatious, or made in bad faith.

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### **Step 3: Resolution Process**

The relevant senior manager will review your complaint and, if necessary, consult with other team members to investigate and address the issue.

If your complaint involves financial matters or cannot be resolved immediately, it will be documented, along with the resolution or decision.

You will be informed of the outcome in writing at the conclusion of the investigation.

### **Step 4: Escalation**

If you are dissatisfied with the response or resolution:

- You may request to escalate the complaint to the relevant department manager.
- If the department manager cannot resolve the issue, it will be escalated to the Chief Executive Officer (CEO) of Habitat Hamilton.
- For complaints related to the CEO, you may direct your concern to the Chair of the Board of Directors. The Board Chair will work with you to address your concerns.
- Every effort will be made to resolve escalated complaints within an additional 10 business days.

### **Complaints About Habitat Hamilton ReStores**

For concerns specifically related to Habitat Hamilton ReStores, such as product quality, customer service, or store operations, please:

- Speak with the store management at the location where the issue occurred.
- If the issue is unresolved, follow the complaint submission process outlined above.

### **Confidentiality and Record-Keeping**

We respect the confidentiality of all complaints. Details of your complaint and any actions taken will be documented and stored securely.

### **RESPONSIBILITY**

CEO/ED, Leadership Team, Management and Board Chair

### **RATIONALE**

Habitat for Humanity Hamilton is committed to excellent service and has a clear, fair, and confidential process to address stakeholder complaints and concerns promptly, respectfully, and transparently across all areas of its work.

### **RELATED DOCUMENTS**

Privacy Policy

Information Security Policy

Whistleblower Policy

Records Management Process