



SAINT FRANCIS
SERVICE DOGS

Complaint Policy

Saint Francis Service Dogs is committed to ethical conduct, accountability, and the prompt resolution of concerns. Individuals are encouraged to raise concerns regarding organizational practices, staff conduct, volunteers, or potential violations of law, policy, or ethical standards without fear of retaliation.

If a person wishes to file a formal complaint, the following steps should be followed:

Step 1: Person must present his/her complaint in writing to his/her staff contact. The staff contact will arrange a meeting to discuss the complaint with the person within ten working days of receipt. The staff contact must present a written decision regarding disposition of the complaint within ten working days following the meeting. If the response from the staff contact is satisfactory, the procedure will terminate at this point.

If the person is not satisfied with the response, he/she reserves the right to present the complaint to the Executive Director. This must be done within ten working days of the staff contact's written disposition.

If the complaint involves his/her staff contact, the person may present his/her complaint directly in writing to the Executive Director.

Step 2: The person must present the complaint in writing to the Executive Director. The Executive Director will schedule a meeting with the person within ten working days of receiving the complaint. The Executive Director must provide a written decision regarding the disposition of the complaint within ten working days of the meeting.

The decision of the Executive Director is final.

Step 3: The decision of the Executive Director is final and concludes the organization's internal complaint resolution process. The Board of Directors does not serve as an appellate body for operational decisions.

A person who remains dissatisfied may submit a written statement to the President of the Board of Directors for informational purposes. The President may share the statement with the Executive Committee or Board as appropriate, but such submission does not obligate the Board to review, reconsider, or overturn the Executive Director's decision.

The Executive Director shall provide the Executive Committee, at least quarterly or as significant matters arise, with a summary of unresolved complaints and any complaints involving allegations of legal, ethical, financial, or policy violations, together with the actions taken to address them. The Board may review these reports in fulfilling its governance and oversight responsibilities but will not intervene in the management of routine operational matters.

Complaints Involving the Executive Director:

Complaints alleging misconduct, unethical behavior, violations of law or policy, or other significant concerns involving the Executive Director shall be submitted directly to the President of the Board of Directors. The President, in consultation with the Executive Committee, shall determine the appropriate process for review and investigation. The Executive Director shall not participate in the disposition of complaints concerning their own conduct.