

Policy Name:	COMPLAINTS TO THE BOARD OF GOVERNORS	
Approved By:	Presidents Council & Board of Governors	
Approval Date:	December 7, 2012	
Amendment Date:	N/A	
Policy Holder:	Board of Governors	
Policy Number:	GP-10	
Category:	Governance Process	

COMPLAINTS TO THE BOARD OF GOVERNORS

1.00 PURPOSE

To ensure that the Board of Governors fulfills its accountability to the ownership, but does not interfere in matters it has delegated to the President, the following process shall be followed in the case of a Board of Governors member receiving a complaint regarding an operational area from a member of the community.

2.00 POLICY STATEMENT

The Board member should not offer any evaluative comments or solutions.

2.01 The Board member should explain to the individual that the Board of Governors has delegated certain responsibilities to the President, and that the Board of Governors holds him/her accountable and indicate that the President or his/her delegate will be asked to look into the matter and respond directly.

2.02 The Board member should indicate that if the issue has not been addressed the individual should submit a letter to the Board of Governors.

3.00 REPORTING RELATIONSHIP

The Board member should inform the President or individual designated by the President of the complaint, and request that it be handled.