



Donor Complaint Form

Use this form to submit a complaint related to the Foundation's activities, programs, services, staff, or volunteers. Complaints received in writing will be acknowledged within 2 business days and we aim to resolve the matter within 10 business days. If not resolved, complaints may be escalated to a Vice President, then the President & CEO, and if the complaint concerns the President & CEO, to the Chair of the Board. We strive to resolve all complaints within one month and no later than three months from receipt.

A. Complainant Information:

Full name	
Organization (if applicable)	
Preferred method of contact (phone/email)	
Phone number	
Email address	
Mailing address	

B. Donation / Interaction Details (optional):

Date of donation/interaction	
Program/campaign/event (if relevant)	
Staff/volunteer involved (if known)	
Reference number/receipt (if applicable)	

C. Complaint Description:

Please describe the issue, including dates, locations, and names (if known). Attach any supporting documents.

D. Desired Outcome / Resolution

Accessibility & Privacy

We are committed to a fair, impartial, and respectful process. If you require accommodations to participate in the process, please let us know.

*Thank you for helping us improve our services, policies, and procedures.
Please email completed form to foundation@hrh.ca or call (416) 242-1000 to have your complaint transcribed.*

Foundation Use Only

Date received	
Received by (name & role)	
Method (phone/in person/email/mail)	
Acknowledged on (target ≤ 2 business days)	
Assigned to / Owner	
Category (service / policy / error / conduct / other)	
Initial attempt to resolve (target ≤ 10 business days)	
Escalated to (VP / President & CEO / Board Chair)	
Updates provided to complainant on (dates)	
Decision & reasons provided on	
Resolution date (target ≤ 1 month; ≤ 3 months max)	
Outcome (resolved / unresolved) & notes	

Documentation & Reporting

Record any complaint involving a monetary dispute or any complaint not resolved the same day. Include description, handler, actions taken, timeframes, and resolution. Summaries of number and type of complaints will be reported annually to the Board Chair and the Board of Directors.