



## **Complaints Policy**

EWCS will respond promptly to a complaint by a donor.

A designated staff member will attempt to satisfy the complainant's concerns in the first instance.

A complainant who remains dissatisfied will be informed that they may submit the complaint in writing to EWCS' CEO for consideration and response.

A complainant who remains dissatisfied will be informed that they may submit the complaint in writing to the Board of Directors for its consideration and response.

The Finance Committee shall review this policy once annually and recommend any amendments to the Board.