



APPLEGROVE COMMUNITY COMPLEX

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“TOGETHER, BUILDING OUR COMMUNITY”



Complaints about Fundraising Ethics

Endorsed by Board on May 31, 2010

1. Introduction

At a Board meeting on April 26, 2010, Applegrove adopted Imagine Canada's Ethical Fundraising and Financial Accountability Code as its policy. In so doing, members of the board made commitments to be responsible custodians of donated funds, to exercise due care concerning the governance of fundraising and financial reporting, and to ensure to the best of their ability that the organization adheres to the provisions of the Code.

The code's requirements include having a mechanism in place to deal with complaints relating to matters covered by the Ethical Code. This policy outlines that mechanism.

2. If you think Applegrove is not following the Ethical Code

- a. If appropriate, discuss your concern in private with the person(s) involved.
- b. If unresolved or if it is inappropriate or irrelevant to discuss the concern with the person involved, contact the Executive Director to discuss the problem.
- c. If the concern involves the Executive Director, send an e-mail to the Board of Directors' confidential e-mail at www.ApplegroveBoard@hotmail.com.
- d. If these processes do not resolve the complaint, or if the concern involves the Board, the City of Toronto's accountability mechanisms may be relevant. These include:
 - i) The Auditor General: responsible for assisting City Council in holding itself and its administration accountable for the quality of stewardship over public funds and for the achievement of value for money in City operations.
 - ii) The Integrity Commissioner: responsible for providing advice, complaint resolution and education to Members of City Council and Members of local boards on the application of the City's Codes of Conduct, and other by-laws, policies and legislation governing ethical behaviour.
 - iii) The Ombudsman: responsible for addressing concerns about City services and investigating complaints about administrative unfairness.
 - iv) www.Toronto.ca/city_council/accountability.htm
- e. Imagine Canada's Ethical Code Committee (ECC) can adjudicate complaints that arise under the Code. In general, complaints should go through the internal process first. In exceptional circumstances, the ECC may deal with complaints before an internal process is completed, however, this will only be done where the complaint is very serious and a quick response is crucial.
- f. If Applegrove's mechanisms cannot resolve a complaint, Applegrove will refer the issue to the ECC.

3. Timing

- a. The code's requirements include ensuring that complaints are addressed in a timely manner.

- b. Applegrove's interpretation suggests that people who complain should receive a response within 4 weeks, to allow time for investigation and analysis.
- c. If a complaint is not addressed within 8 weeks, the complainant can send an e-mail to the Board of Directors' confidential e-mail at www.ApplegroveBoard@hotmail.com.

4. For information about the Ethical Code

- a. Visit www.imaginecanada.ca/en/ethicalcode
- b. Ask Applegrove's Office for a copy of the Ethical Code handbook.