

Complaints Policy

Save the Children Canada is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints that our stakeholders might have, and are dedicated to ensuring that all concerns are resolved in a fair, respectful and timely fashion.

Complaints will be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days or less.

How to make a complaint:

1. If you have a complaint or concern, you are encouraged to talk with the staff member who is most connected to the situation. The relevant person can be found by emailing info@savethechildren.ca or calling Save the Children at 1-800-668-5036. Your concern will be directed to the person most able to assist you with the process of making and resolving a complaint. It is hoped that through this conversation or email, your concern will be addressed to your satisfaction.
2. If your complaint is not resolved or you are uncomfortable discussing the issue with the relevant person, you may inform the supervisor of the person about the complaint or contact our Chief Development Officer.
3. If the Chief Development Officer is unable to resolve the complaint it will be escalated to the President & CEO. If the complaint is about the President & CEO it will be handled by the Chair of the Board of Directors.

The decision reached by the Chief Development Officer, President & CEO and/or Board Chair will be binding.

A summary report of all escalated complaints will be presented to Save the Children's Board of Directors on an annual basis, including the number, type and disposition of complaints received.