



Plan International Canada Inc.

External Complaints Policy

Purpose and Scope

Purpose

Plan International Canada Inc. (“**Plan Canada**”) is a global organization that strives for a just world that advances children’s rights and equality for girls. To fulfill these objectives, Plan Canada relies on the continued support of donors, stakeholders, and other members of the public to ensure rights-based, child-centered, and sustainable community development projects can be implemented worldwide in communities experiencing poverty, marginalization, and/or vulnerability.

Plan Canada is committed to the highest standards of conduct. We recognize that, on occasion, our donors and stakeholders may have concerns about our fundraising, donor service, programming, and/or conduct. The purpose of this Policy is to create a transparent, consistent, fair, and respectful process for receiving and responding to external complaints.

Scope

This policy applies to all complaints received by Plan Canada from members of the public (including donors, prospective donors, volunteers, community members, etc.) related to Plan Canada’s fundraising, donor service, programming, and/or conduct, including:

- Fundraising programs, policies, and procedures;
- International programs, policies, and procedures;
- Staff or contracted vendors’ conduct and behaviour;
- Poor service or operations;
- Situations in which the complainant believes Plan Canada has not acted in line with its [Mission and Values](#)

This policy does not apply to privacy-related complaints. Such complaints should be directed to Plan Canada's Chief Privacy Officer at privacyoffice@plancanada.ca

Complaints related to other organizations affiliated with Plan International Inc. should be directed to the relevant Plan International location.

Definitions

For the purpose of this Policy:

“Associate” refers to Plan Canada employees, Board members, volunteers, students, interns, consultants, contractors, and employees and/or representatives of partner organizations engaged by Plan Canada.

“Complaint” refers to an expression of dissatisfaction brought by a member of the public (**“Complainant”**) about Plan Canada's fundraising, donor service, programming, conduct, action or inaction or the way in which Plan Canada's Associates carry out their duties. A complaint is distinct from an inquiry, comment, feedback, or suggestion. Complaints typically arise when the Complainant believes:

- Plan Canada has failed to do something agreed upon or expected by the complainant.
- A Plan Canada policy or procedure has not been followed.
- An error has been made.
- A Plan Canada Associate acted in a wrongful way.
- A communication from Plan Canada has offended an individual.

Complaint Procedure

1. If you have a complaint or concern about your experience with Plan Canada, please contact us at info@plancanada.ca or call 1-800-387-1418. Your concern will be directed to the person most able to assist you with the process of making and resolving your complaint.
2. An informal process can be used to effectively resolve many inquiries or matters of simple error. Departments may establish protocols and responsibilities for handling informal complaints. If the matter is not resolved at this stage, a formal complaint may be made.
3. For Plan Canada to be able to properly respond to a formal complaint, it must be submitted in writing to info@plancanada.ca and must include your name and contact information, the date the issue occurred, and details related to your specific concerns. Plan Canada will not respond to verbal or anonymous complaints unless the Complainant cannot register a written complaint due to a disability. In such

instances the Complainant may request accommodation, which will be provided in a manner appropriate to the individual's needs and circumstances.

4. Your complaint will be acknowledged within 3 business days and Plan Canada will make every effort to resolve the matter within 10 business days. If resolution will take longer, you will be notified.
5. A decision concerning your complaint will be discussed with you at the end of the investigation.
6. If you are dissatisfied with the resolution or you are uncomfortable discussing your concerns with the relevant person, you may request that the appropriate Director be assigned to the matter. If the Director cannot resolve the complaint, it can be escalated to the Chief Development & Marketing Officer.
7. Any decision reached by the Chief Marketing & Development Officer, Chief Executive Officer and/or Board Chair will be considered final.
8. Plan Canada reserves the right to choose not to respond to complaints judged as unfounded.

A summary report of all formal complaints is presented to Plan Canada's Board of Directors on an annual basis, including the number, type, and disposition of complaints received.

Roles and Responsibilities

Plan Canada is responsible for the following:

- Ensuring members of the public have access to and are made aware of this External Complaints Policy.
- Ensuring that confidentiality is respected and maintained during the complaint procedure.
- Ensuring that Associates of Plan Canada involved in a complaint procedure declare any perceived or real conflict of interest and prior knowledge of the complaint and refrain from participating in the complaint procedure, if required.
- Ensuring that all written records of the complaint are filed in a secure manner.