

1. Complaints:

- a) Any and all stakeholders may submit written complaints to the Executive Director at:

SOWINS Executive Director  
#303 – 246 Martin Street  
Penticton, BC V2A 5K3

- b) Complaints will be acknowledged by the Executive Director within 3 business days.
- c) Complaints will be investigated and responded to by the Executive Director within 10 business days. SOWINS ethical fundraising and accountability policies and guidelines will be the benchmark through which all complaints are investigated and responded to.
- d) The Board of Directors will be advised at the next Board Meeting of any complaints received, of the response to the complainant and of the outcome.
- e) Should a complainant remain dissatisfied, they may appeal the outcome of their complaint, in writing, to the Board of Directors.

SOWINS Board of Directors  
c/o #303 – 246 Martin Street  
Penticton, BC V2A 5K3