



#### COMPLAINTS:

- a) Any and all stakeholders (clients, donors, community members) may submit written complaints to the Executive Director at:

SOWINS Executive Director  
102 – 1027 Westminster Avenue West  
Penticton, BC  
V2A 1L4

Or by email to [execdirector@sowins.com](mailto:execdirector@sowins.com)

- 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 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 Meetings of any complaints received, of the response to the complainant and 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 102 – 1027 Westminster Avenue West  
Penticton, BC  
V2A 1L4