

May 2015

Executive Limitation Policy EL 1.3 states:

The Executive & Artistic Director shall not operate without a process to ensure that individual and group comments and complaints are responded to fairly, consistently, respectfully, and in a timely manner.

Comments or complaints are concerns that relate to the services provided by KHC.

Compliance will be demonstrated when:

a) Members are advised on our website that they may register concerns and complaints with our staff and expect that we will:

- Seek to understand their concern,
- Treat each member's concerns in a manner consistent with other members,
- Respond in a manner that demonstrates respect,
- Provide an acknowledgement of the complaint or comment within 1 business day and provide a response within 3 business days.

b) Members are advised on our website that they may register a complaint with the [Executive Director](#) if the aforementioned conditions have not been met and, if that route is unsatisfactory, they may register a complaint with the Chair of the Board by sending an email to [chair\(at\)kickinghorseculture.ca](mailto:chair@kickinghorseculture.ca)

c) No legitimate complaints are received.

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