



Complaint Policy

Feedback regarding the way Community Foundation Grey Bruce provides goods and services can be made by e-mail, verbally, suggestion box, feedback card, in person or other means identified for the ease of the customer/stakeholder.

All feedback will be directed to foundation@crgb.ca or Executive Director, Community Foundation Grey Bruce. Customers can expect acknowledgement of inquiry within 24 hours and a formal response within 5 business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Created in 1994, Community Foundation Grey Bruce has a mandate to enhance community vitality by fostering open discussion about local need, sharing knowledge, and growing endowments to provide strategic granting and support to a wide range of non-profit organizations. More than \$7 million has been distributed since the Community Foundation began making grants in 1994. In 2023, we awarded over \$800,000 in grants to regional charities and non-profits. We're here for good.

Stuart Reid, Executive Director
Email: stuart.reid@crgb.ca

Mailing address: Community Foundation Grey Bruce, P.O. Box 81, Owen Sound, ON N4K 5P1