

# Complaints Policy

## Israel Magen Fund of Canada

Effective Date: February 25, 2026

Last reviewed and approved by the Board of Directors: February 25, 2026

### 1. Purpose

IMFoC is committed to transparency and accountability and provides a clear process for external stakeholders to submit complaints.

### 2. Scope

This policy applies to donors, beneficiaries, partner organizations, and members of the public.

### 3. Guiding Principles

Complaints are handled seriously, fairly, promptly, and without retaliation.

### 4. Matters Subject to Complaint

Complaints may relate to fundraising, use of funds, governance, ethical conduct, or compliance.

### 5. How to Submit a Complaint

Complaints should be submitted in writing to [info@imfoc.org](mailto:info@imfoc.org).

### 6. Complaint Handling Process

Complaints are reviewed by the Executive Director and escalated to the Board when appropriate.

### 7. Confidentiality

Complaints are handled confidentially to the extent possible.

### 8. Reporting to the Board

A summary report is presented to the Board at least once annually.

### 9. Record Keeping

Records are maintained in accordance with legal requirements.

### 10. Review of Policy

This policy is reviewed at least every five years.