



### **External Stakeholder Comments**

Calgary Women's Emergency Shelter values the input of external stakeholders. External stakeholders are defined as individuals or organizations that are not otherwise covered by the Conflict Resolution/Grievance Policy. Calgary Women's Emergency Shelter is committed to hearing both compliments and complaints from external stakeholders.

Any staff member that receives a compliment or complaint will pass this information to the communications department. The communications department will determine who is best to respond and will do so within five business days. Calgary Women's Emergency Shelter will acknowledge all compliments and will work hard to resolve all complaints.

All compliments and complaints will be delivered to the Board of Directors in a timely manner with a summary report presented annually.