



Grievance Process Policy

Staying Accountable to Our Communities

Annauma Community Foundation embodies Inuit Qaujimajatuqangit values of giving and reciprocity, where generosity is not transactional but a shared responsibility to care for one another. As part of this shared responsibility, Annauma is committed to supporting community partners, as well as individual community members participating in Annauma-funded programs.

Together, our funding cohorts work to ensure all the programs and initiatives Annauma funds are conducted with care and integrity, but we recognize that problems and concerns can arise. Our shared responsibility to care for one another means we are committed to understanding and resolving these problems or concerns.

If a community partner or member feels they have been negatively impacted by Annauma or an Annauma-funded initiative, they can raise their concerns using the process set out below.

Raising concerns

1. Community partners or individual community members can raise concerns about Annauma, Annauma staff members, and/or Annauma-funded initiatives by:
 - a. Mail: 114-505B Astro Hill Terrace, Iqaluit NU, X0A 2H0
 - b. Email: info@annauma.ca
 - c. [Online form](#):
<https://docs.google.com/forms/d/e/1FAIpQLSdr02iQaj7vmNIGl1YPvqfPxE5nDKRY3hLGd5uZgModMDTy6A/viewform?usp=publish-editor>

Written submissions can be made in Inuktitut, English, and/or French. Submissions should outline the problem, including those impacted and the nature of the impact, as well as those involved.

2. Board members, funders, and Annauma staff members can raise their concerns directly with the Executive Director or the Board Chair.

Confidentiality

3. All concerns raised through this process are kept confidential. This means the person reviewing the concerns (the reviewer) will know the name of the person raising the concern, but they will not share this person's identity with others.
 - a. If there is a need to share this information as part of the investigation process, this will be discussed with those involved in advance.
 - b. Submissions made in Inuktitut or French may need to be translated. Where possible, this translation will be done by an Annauma Board member. Translators will keep the concern confidential and will only share information with the person reviewing the concern.

Non-retaliation

4. Annauma encourages those with concerns to raise them through this process. Annauma's staff, Board, and all affiliated organizations agree there will be no retaliation taken against anyone who raises a concern under this process.

Reviewing concerns

5. Concerns about Annauma-funded initiatives will be reviewed by the Executive Director. The Executive Director may consult with the Annauma Board as part of this review process.
6. Concerns about Annauma and Annauma staff members, including the Executive Director, will be reviewed by an independent third party, named by the Board Chair.
7. Those reviewing the concerns will decide whether the concern should be either:
 - a. dismissed,
 - b. resolved informally,
 - c. investigated, or
 - d. referred somewhere else.
8. Annauma, and any independent reviewers acting on behalf of Annauma, will let individuals know how their concerns are being addressed as appropriate.

Dismissing concerns

9. Concerns will be dismissed by the reviewer if the concern is:
 - a. not related to Annauma or an Annauma-funded project or initiative, and/or

- b. based on clearly false or incorrect information

Informal resolution

10. Concerns may be resolved informally in the following situations:

- a. the issue of concern is fully known and understood and can be resolved through informal interventions
- b. the issue of concern is the first issue raised with the individual or organization
- c. those involved demonstrate an openness and willingness to correct the issue or concern

11. Informal resolution may include:

- a. education, training, and/or support for those involved
- b. increased oversight and reporting requirements
- c. changes to project delivery
- d. apology
- e. other steps deemed appropriate

Investigation

12. Concerns may be investigated in the following situations:

- a. the issue of concern involves the misappropriation of funds
- b. the issue of concern is causing harm that cannot be resolved through informal interventions
- c. the issue of concern is not fully known and understood
- d. there have been multiple issues raised with the individual or organization
- e. those involved are not open to informal resolution
- f. there are conflicts of interest that need to be appropriately identified and addressed

13. Concerns will be investigated by an independent third party named by the Executive Director or the Board Chair.

14. If an investigation shows there has been negative impact to individuals or communities, Annauma may take the following actions:

- a. resolve the issue through informal resolution
- b. share the findings with the funding cohort and allow the cohort to determine an appropriate path forward
 - i. the decision to share investigation findings with a funding cohort will be made in consultation with the organization involved
- c. end the funding relationship
- d. refer the matter somewhere else

Referral

15. Concerns will be referred elsewhere in the following situations:

- a. the concern or investigation reveals evidence of criminal activity
- b. the concern involves abuse or neglect of a minor

Annual Board reporting

16. The Executive Director will provide the Board with an annual report of the concerns raised through this process. This report will include the following information:

- a. number of concerns
- b. high-level overview of significant concerns, including how these concerns were addressed and resolved
- c. any steps taken by Annauma to mitigate future problems or concerns