Complaint Policy:

Policy Statement:

The Keit Foundation is committed to promptly and effectively addressing and resolving complaints. We value stakeholder feedback and view complaints as opportunities to improve our practices while maintaining our commitment to transparency and accountability.

Complaint Handling Procedures:

Complaint Submission:

- Individuals or entities wishing to file a complaint with the Keit Foundation about fundraising practices, privacy policy violations, or other issues should use the contact form on the Keit Foundation website. Alternatively, complaints can be emailed to Tory Keit, Chairman of the Keit Foundation, at tory.keit@keitfoundation.org.

Providing detailed information:

- When submitting a complaint, please include detailed information about the nature of the issue, relevant documentation, and contact information for future communication.

Acceptance of Complaints:

- Upon receipt of a complaint, the Keit Foundation will acknowledge it and begin the investigation process.

Investigation and resolution:

- The Keit Foundation will thoroughly investigate every complaint received. The process may include gathering additional information, consulting with relevant stakeholders, and reviewing applicable policies and procedures. Based on the investigation's findings, appropriate actions will be taken to address the complaint and prevent a recurrence. These actions could include corrective measures, policy changes, or additional staff training.

Communication with the complainants:

- Complainants will be kept informed about the status and outcome of their complaints. The Keit Foundation is committed to maintaining open communication and providing timely updates throughout the resolution process.

Confidence and Privacy:

- All complaints will be handled with complete confidentiality and sensitivity. Personal information provided by complainants will be used solely to investigate and resolve the complaint.

Continuous Improvement:

- The Keit Foundation will review and analyze complaints to identify trends, systemic issues, and areas for improvement. Complaints will help us improve our operations and service delivery.

Contact Information:

To submit a complaint, please use the contact form on the Keit Foundation website or send a detailed email to Tory Keit, Chairman of the Keit Foundation, at tory.keit@keitfoundation.org.

Effective date: March 18, 2024.