

Mid-Iowa Health Foundation Concern/Complaint Policy

The Mid-Iowa Health Foundation is a private, non-operating, grantmaking foundation with a mission to improve the health of people in greater Des Moines, Iowa. In pursuing the mission of the Mid-Iowa Health Foundation, Directors and staff may find themselves in a situation where their duty to the Foundation requires reporting a concern or complaint within the Foundation.

Therefore, the Mid-Iowa Health Foundation adopts the following confidential, user-friendly procedures for receiving and treating Board member or staff concerns that might arise.

- Concerns or complaints may be reported to the chair of the Audit Committee anonymously. The chair of the Audit Committee will be responsible for reporting to the Committee, who will then explore concerns/complaints.
- Mid-Iowa Health Foundation will not retaliate against any employee, officer, director or trustee, because they submit a concern/complaint in good faith to the Audit Committee. Retaliation includes removal, discharge, suspension, harassment or other discrimination.

In addition, Mid-Iowa Health Foundation adopts the following procedure to receive feedback from the community.

- The Foundation staff and board will periodically review and discuss community feedback regarding the operation of the Foundation. The Foundation will consider changes in practices, as appropriate.
- Initially, community feedback will be encouraged through the following statement on the Foundation website:

Mid-Iowa Health Foundation is committed to quality improvement. We always welcome your feedback. Click here (feedback@midioawahealth.org) to let us know how we are doing.