
Policy for Receiving and Addressing Member Input



THE BRITISH COLUMBIA SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

Approved by the Board of Directors on September 23, 2023

I. PURPOSE AND APPLICATION OF POLICY

- A. This policy is established pursuant to sections 2 and 9 of the Bylaws of The British Columbia Society for the Prevention of Cruelty to Animals (“BC SPCA” or “Society”).
- B. The purpose of this policy is to provide additional detailed guidance to Members, the Board of Directors and employees related to written submissions or communications made by Members with respect to the affairs and business of the Society and/or the prevention of cruelty to animals or the promotion of animal welfare.
- C. The BC SPCA will apply this policy in accordance with its Bylaws, applicable laws and Society policies. In the event that this policy conflicts with any of the above, such other document will prevail to the extent of the conflict. In the case of any ambiguity in the interpretation of this policy or a matter arising out of it, the Board will determine the matter and the Board’s determination is final.

II. DEFINITIONS

- A. In this policy, the following definitions apply:
 - i. “AGM” means the Annual General Meeting of the Society;
 - ii. “Board” means the Board of Directors of the BC SPCA;
 - iii. “CEO” means the Chief Executive Officer of the BC SPCA, and includes a delegate specifically authorized by the CEO to carry out a task under this policy;
 - iv. “Member” means a Member in good standing of the BC SPCA in accordance with the Society’s Bylaws; and
 - v. “Regional Council” means the Regional Council operating in the governance region to which a Member has been assigned;

III. PROCEDURES FOR RECEIVING AND ADDRESSING INPUT AND COMMUNICATION FROM MEMBERS

- A. The BC SPCA recognizes that Members are a stakeholder in the effective administration of the affairs and business of the Society and that Members have an interest in helping to promote the improved welfare of animals.
- B. The Society further recognizes that Members may, from time to time, wish to communicate with the Society with respect to its functioning or to advocate on behalf of a particular animal welfare concern. The Society welcomes such discussion and through this policy, seeks to establish the necessary procedures to ensure the views of its Members are appropriately and constructively considered.

- C. Members wishing to advocate for increased Society involvement in a particular area of animal welfare or wishing to express their views with respect to the business affairs of the Society are required to provide their input in writing, along with any supporting information, to membership@spca.bc.ca.
- D. Upon receipt, the submission will be:
- i. Acknowledged in writing by the CEO or designate within seven (7) days of receipt;
 - ii. Reviewed to confirm that the submission is not unlawful, contrary to the Society's Constitution or Bylaws, defamatory or likely to result in harm to the Society's reputation or to incur undue liability;
 - iii. Subject to ii. above, if the matter is purely operational in nature, forwarded to a member of staff for a written response within ten (10) business days of receipt; and
 - iv. Subject to ii and iii. above, forwarded to the Regional Council operating in the Member's governance region for consideration at its next meetingⁱ.
- E. The Regional Council, in coordination with the CEO or designate, will:
- i. Include the item on the agenda of its next meeting for discussion;
 - ii. Circulate the submission to all Regional Council members for consideration in advance of the meeting;
 - iii. Invite the Member to attend its next meeting to speak to the issue at hand; and
 - iv. Subsequent to said discussion by the Regional Council, provide a written response signed by the Regional Council Chair and the Board Chair to the Member within ten (10) business days of the meeting; or refer the matter to the Board for further consideration. In the event that the matter is referred to the Board, the Board shall review the submission and any comments/recommendations made by the Regional Council and provide a written response to the Member in due course.
- F. From time to time, the Board may, in its sole discretion, decide to address a submission from a Member directly without first having the matter considered by a Regional Council. In such circumstances, the Board will:
- i. Place the item on the agenda of its next meeting for discussion;
 - ii. Circulate the submission to all Board Directors for consideration in advance of the meeting; and
 - iii. Provide a written response to the Member within ten (10) business days of the meeting with a copy to the Chair of the respective Regional Council.

- G. Voting Members in good standing who wish to submit a proposal, including a matter for discussion or for resolution at an AGM of the Society are required to comply with the requirements under Bylaw 2.10 and the Policy on Member Proposals.

Document Control

ISSUED BY	Governance Committee	
APPROVED (ORIGINAL DATE)	Board of Directors	November 27, 2021
REVISED/REAFFIRMED	Board of Directors	September 23, 2023
MONITORING	Governance Committee	Annually

ⁱ In order for an item to be considered and placed on the agenda of a Regional Council meeting, it must be sent to membership@spca.bc.ca at least fourteen (14) days before the Regional Council in question is scheduled to meet.