

TITLE: COMPLAINT PROCESS

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PURPOSE

To ensure member complaints are documented and dealt with immediately by a designated officer.

PROCEDURES

- Staff member will identify and document the member's complaint using the appropriate complaint form.
- Once the form has been completed the staff member will forward the completed form to the designated officer. If this complaint is regarding the designated officer, the complaint form will be forwarded to the next level, General Manager or Board of Directors.
- After investigation of the complaint, the response must be documented on the complaint form and the member contacted. In most cases the response will be within two business days.
- If required, all follow up must be documented on the same complaint form.

The designated officer the complaint process is our General Manager.

The General Manager will sign off on all complaints which will signify the complaint has been dealt with effectively. The General Manager will take the necessary steps to ensure the member is satisfied with the action taken.

Compliance with this policy will be through the normal audit process.
