



## **CUSTOMER/PUBLIC COMPLAINT POLICY**

### **Guidelines for processing public complaints:**

From time to time situations may occur that create legitimate complaints on the part of the public or constituents relative to CAASTLC. Complaints must be aired so that all sides of the issue may be heard and a rational procedure/solution found.

Anyone having a complaint, therefore, is encouraged to file a complaint. Forms may be picked up at the administrative office. All complaint forms must be signed by the person originating the complaint. The nature of the complaint should be stated as well as the relief sought.

### **Step by step process for persons other than CAASTLC staff to file a complaint:**

- ❖ Each step in this procedure will give consideration to the complaint and will be a review of facts. Each individual receiving the complaint will issue a written response within a specific time period. If remedy is not achieved through the steps, the CAASTLC board is the final hearing body.

**STEP I --Formal Process** The formal process begins with the person filing the complaint. He/she prepares a written statement containing his/her name, address, and telephone number; the condition, situation, or individual being complained about and why; the requested remedy. The form should be signed, dated and filed with the individual closest to the complaint.

**STEP II --**If the complainant is not satisfied with the decision at the first level, he/she may present the complaint to the executive director (in writing) and expect response within ten (10) days from the date it was presented to the executive director.

**STEP III --**If the complainant is not satisfied with the decision of the executive director, he/she may submit a copy of the complaint to the CAASTLC board within ten (10) days of receiving the executive director's decision.

**STEP IV --**Within sixty (60) days, the board will have forwarded the complaint to the appropriate committee and conducted a hearing; from which it has gathered enough testimony and/or other pertinent information on which to base its recommendation. The recommendation will be presented to the full board for a final decision. Once able to reach a majority decision, it will do so in writing to the complainant. This decision is final.