

# Valley Heartland CFDC

## Complaint Policy

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Valley Heartland CFDC is committed to providing excellence in customer service to its clients and recognizes the value of complaints as an important tool in monitoring client satisfaction.

### Policy

1. All client complaints shall be dealt with in a professional and timely manner. Valley Heartland CFDC will work with the Complainant to establish a resolution that is fair and accurately reflects Valley Heartland's Vision and Mission.
2. For the purposes of this policy the client shall include any individual seeking or engaging the services of Valley Heartland CFDC.

### Procedure

1. Any complaints shall be taken seriously and the staff will strive for resolution through discussion with the Complainant at the time of the issue.
2. Formal complaints shall be registered in writing through a Complaints Form. Personal data collected on the Complaints Form will be handled according to Valley Heartland CFDC's privacy policy.
3. The Executive Director or designate will ensure that all complaints are acknowledged by e-mail or other written form within 10 business days of receipt of complaint.
4. A response to the Complainant shall be made in writing within 30 business days of receiving the complaint.
5. Valley Heartland CFDC will make every reasonable effort to investigate the complaint. It will liaise with staff members and any other relevant parties to investigate the complaint and ensure a satisfactory outcome for the Complainant. A record of all information relating to the investigation will be kept in a secure file in the Executive Director's office.
6. Following an appropriate investigation, the Executive Director will advise the Complainant in writing of the action or decision taken in regards to the complaint. A copy of this decision will also be kept in a secure file.
7. If not satisfied with the response, the Complainant may make appeal in writing to Valley Heartland CFDC's Board of Directors for review of the Executive Director's decision. The decision of the Board will be provided to the Complainant in writing within 30 days of receipt of the appeal. The Board's decision will be considered final.