

MAJOR COMPLAINT - FORMAL PROCESS

Major Complaint Received
 An individual one level up from the subject of the complaint is the "Complaint Manager" and starts the process. The whole process should take no more than 30 days.

Need Support?

If at any point the investigator or review team feels uncomfortable or refuses to participate in the process, someone from the next level up in the organization is expected to provide coaching and support. That higher level person may also decide to completely take over the process, if needed. Staff are available to provide coaching and support throughout the process.

Contact Complainant
 Thank the complainant, apologize for their experience, discuss the plan, and understand their desired outcomes.

Assemble Review Team
 The review team should consist of three people who don't have any conflicts of interest. The role of the review team is to recruit the investigator, and to review the investigator's findings and recommendation.

Recruit Investigator
 The investigator may be the Complaint Manager.

Investigator
 The investigator will:

1. Interview key players to gather facts
2. Work with staff to gather facts from the website
3. Provide a report of facts and a recommendation to review team
4. Upon approval from the review team, notify complainant and subject of outcome

Were the complainant and subject satisfied with the outcome?

YES

Great Job!

NO

If any of the parties are not satisfied by the outcome, they may file an appeal, which prompts the CEO to assemble an appeal committee of volunteers who were not involved in the original complaint process to review the investigation, solicit additional information as needed, and make a recommendation.

Investigator files final report with staff, including signatures of the review team. An email copying the review team is also sufficient.)