

**Minor Complaint Received**

An individual one level up from the subject of the complaint starts the process. The whole process should take no more than one week.

Are you ready to start the process?

Need Support?

If at any point the person designated to facilitate this process feels uncomfortable or refuses to participate, 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.

**Contact Subject of the Complaint**

Directly and compassionately address them about the complaint.

**Record Outcome**

Documentation is critical to set expectations and avoid future confusion.

**Report Outcome**

The investigator will:  
Email the outcome to Becca Polglase at [beccap@mountaineers.org](mailto:beccap@mountaineers.org). This ensures the outcome is centralized and available for future reference.

Were the complainant and subject satisfied with the outcome?

YES

Great Job!

NO

If any of the parties are not satisfied by the outcome, a Formal Complaint should be filed to initiate a formal complaint process.