

Community Futures Development Corporation of Chatham-Kent

Complaint Policy

(Amended)

1. A complaint should be submitted in writing with a complainant's contact information and the act or practice in question.
2. As soon as a complaint is received, it will be forwarded to the Executive Director.
3. All complaints will be documented, reviewed and responded by the Executive Director within 2 weeks of receiving the written complaint.
4. A summary of all complaints will be reviewed by the Board and any unresolved complaints will be addressed by the Board of Directors at the next Board of Directors meeting.
5. A response to the complainant will be communicated in writing within 30 days after the Board meeting.