

## **Complaint resolution Policy and Procedure**

It is the policy of Berkshire AHEC to provide a complaint resolution procedure that is timely and responsive to consumers of our services.

The complaint procedure will be timely and accessible to the consumer.

All employees and volunteers will welcome complaints with the understanding that our goal is satisfied customers.

**Step One:** Upon the receipt of a complaint the person receiving the complaint will attempt to resolve it within their role and ability. If the complaint is beyond their authority they will provide the consumer with their supervisor's name and contact information and report the complaint to their supervisor within one business day.

**Step Two:** The supervisor will hear the complaint and respond to the best of their ability and authority. If they are unable to satisfactorily resolve the complaint within two business days, they will bring the matter to the attention of the Executive Director.

**Step Three:** The Executive Director, as the CEO of the organization, will respond to the consumer within two business days with objectivity and flexibility in determining the proper resolution. The decision of the Executive Director is final.