

**Atikokan Literacy Incorporated  
ADULT LEARNING CENTRE  
General Administration  
Policy/Procedure**

**Customer Complaint and Resolution**

APPROVED BY: Atikokan Literacy Incorporated Board of Directors

DATE: October 17, 2012 (O)

DISTRIBUTION:

**Policy:**

The Board of Directors and staff of the Atikokan Literacy Incorporated are committed to providing quality service to its stakeholders, learners, and clients. We seek to work in an open and accountable way that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of our stakeholders, learners and clients. We value the input of our customers. This includes both complaints and compliments. Customer complaints will be dealt with by the Executive Director or designate.

**Procedure:**

1. Every employee, board member, and volunteer tutor is required to obtain and complete a criminal record check.
2. Our *Customer and Resolution Process* will be openly posted in a public place in our office and complaint forms will be available upon request.
3. Customer complaints must be submitted in writing either in person or via email, fax, or mail. Complaints must include date of complaint and description or nature of issue.
4. Complaints will be submitted to the Executive Director who will log all complaints and all follow-up activities in the *Customer Complaint Log*. The log will include the nature of the complaint, the date of submission and date of follow up.
5. To ensure confidentiality, our *Customer Complaint Log* will be stored in a locked filing cabinet that is accessed only by the Executive Director.
6. The Executive Director will acknowledge all complaints within three (3) business days from date of submission.
7. The Executive Director will follow up within seven (7) business days from the date the written complaint is received. The Executive Director and complainant will review and discuss the complaint to try to reach resolution.

- 8.** The Executive Director will follow up again with the complainant fourteen (14) business days after the original complaint was made to assess satisfaction with how the issue was resolved.
- 9.** If the complainant is still not satisfied with the response from the Executive Director, a written appeal may be submitted to Board of Directors. The Board of Directors will respond in writing to the complainant within ten (10) business days after the written appeal is submitted. The decision of the Board of Directors will be final.
- 10.** *Customer Complaint Report* will remain on file for one year at which time it will be destroyed to ensure confidentiality of the customer.
- 11.** To continually improve services the Board of Directors will annually review an anonymous summary of all complaints received to adjust policy and operations as required.