



## Customer Complaint and Resolution Process

The Board of Directors and staff of the Red Lake District Adult Learning Centre are committed to providing quality service to its learners, members, stakeholders and other customers. We seek to work in an open and accountable way that builds trust and mutual respect. One of the ways that we will continue to improve our services is by listening and responding to the views of our learners, members, stakeholders and other customers. This includes responding to complaints effectively and seeking to put any misunderstandings or mistakes right.

Red Lake District Adult Learning Centre's *Customer Complaint Resolution Process* will follow these steps:

1. Our *Customer Complaint Resolution Process* will be openly posted in a public place in our office and will also be available upon request via e-mail or in print copy.
2. The Board of Directors and staff of the Red Lake District Adult Learning Centre commit to handling customer complaints in a respectful, fair and confidential manner.
3. Customer complaints can be made verbally or in writing.
4. Customer complaints will be submitted to the Office Administrator. Our Office Administrator will log all complaints and all follow-up activities in a *Customer Complaint Log*. This log will include the nature of the complaint and the date of submission.
5. To ensure confidentiality, our *Customer Complaint Log* will be stored in a locked filing cabinet that is accessed only by the Office Administrator and the Board Chairperson.
6. The Office Administrator or Chairperson will acknowledge all complaints within three business days.
7. The Office Administrator or Chairperson will follow up and try to resolve all complaints within five business days.
8. The Office Administrator or Chairperson will try to offer alternative solutions to the perceived problem and we will try to reach consensus with the person who registered the complaint.
9. The Office Administrator or Chairperson will follow up again with the complainant 10 business days after the original complaint was made to assess customer satisfaction with how we resolved the complaint.
10. If the customer is still not satisfied with the response from our staff to their complaint, they may submit a written appeal to our Office Administrator, which will be sent to the Executive Committee of the Board of Directors of the Red Lake District Adult Learning Centre. The Executive Committee will respond in writing to the complainant within 10 business days. The decision of the Executive Committee will be final.
11. Information in *Customer Complaint Log* will remain on file for two years. After this time, all records will be destroyed to ensure confidentiality of the customer.

In order to improve customer service, the Board of Directors will review annually an anonymous summary of all complaints received in order to assess whether improvements are needed to improve the Red Lake District Adult Learning Centre's operations or customer service practices.