

## **Customer Complaints Procedure**

If you have a complaint about our organization we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all services.

The Greybull Recreation District would like to address any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance, speak to the staff member who is working or ask to speak to their supervisor; who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. A customer complaint form can be received at the District office during regular business hours. Complete the form with as much information as possible and return it to the office within 3-5 days of the incident.

You will receive acknowledgement of your complaint within 3 working days. The Director will review the complaint and arrange a time to meet with you in person. The issue will be addressed with a solution in mind. An incident report will be filed by the Director.

After the matter has been addressed with the Director you may request an audience with the Recreation District Board, if you are not satisfied. The matter will be added to the agenda for the following board meeting and your presence will be requested.

All forms and subsequent information will be shared with the board members prior to the meeting and a decision will be made by the board when necessary.

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

## **Chain of Command**

The Greybull Recreation District employs part time staff, supervisors, and a director. The Recreation District Board consists of three representatives from Big Horn County School District #3, three volunteers from the community, and a council member from the Town of Greybull.

### **Issues should be addressed as follows:**

1. Staff member in charge of activity
2. Supervisor
3. Director
4. Board Chair/President
5. Greybull Recreation District Board

When approached with a matter, District representatives should refer to the chain of command and ensure that the proper person be addressed.