

Section 3.1 Client Dispute and Redress Resolution Policy

At Community Futures Nicola Valley, we are committed to providing the highest quality of client services. If you do not feel you were treated in a professional and fair manner, we want to hear from you.

The following steps are to be followed by CF Clients who are dissatisfied with the service they have received or the response to their loan proposal:

- 1) **Staff Review** – Clients should first ensure that they have clearly communicated their concerns to the staff person involved.
- 2) **Management Review** – Should a client feel that staff has not satisfactorily addressed their concerns; they may be brought to the attention of the General Manager.
- 3) **CF Board Review** – Should a client feel that the General Manager has not satisfactorily addressed their concerns; an appeal may be made to the CF Board of Directors.

Within one week of receipt of the complaint, the General Manager or the Chairperson of the Board will address the received complaint, and initiate a resolution process if required.

If a complaint cannot be resolved in a timely manner by the General Manager, then he or she will report the situation to the Board, who will consider further actions required.

The Board of Directors meets on a monthly basis, it is therefore expected that should a complaint require the full attention of the Board of Directors, that a response from the Board of Directors will be forthcoming within 6 weeks of receipt of the complaint. Please note that the Board of Directors does not receive complaints verbally, any and all complaints or service concerns must be submitted in writing.

The Board of Directors respectfully requests that complaints must be submitted in writing to the attention of the Loans Officer or Chair of the Board of Directors.