

COMPLAINTS POLICY

ESSEX Community Futures Development Corporation (Essex CFDC)

The Essex CFDC has established a process for people to provide feedback on how staff of the Essex CFDC provides services to people as well as how the Essex CFDC will respond and take action to any feedback. Feedback forms allow Essex CFDC staff to address any complaint and/or suggestion that may be received.

The Essex CFDC effectively manages complaints/feedback by following these steps:

1. All complaints will be reviewed by the General Manager upon receipt. Employees who are accountable for the relationship will be designated to resolve the issue as appropriate.
2. The General Manager or the designated staff member will contact the individual who has made the complaint within two (2) business days. This is to acknowledge receipt of the complaint.
3. The issue or situation will be investigated by the General Manager and/or the designated staff member.
4. Following investigation, the best solution will be offered to the person with the complaint. Should a new procedure be required for implementation by the Essex CFDC team, the procedure will be developed and reviewed through the Essex CFDC Due Diligence training process. Follow up by telephone, email or other means of communication will be required by the General Manager or a designated Essex CFDC staff member.
5. Complete documentation of each step will be on file for future reference.

Note: Anonymous complaints will be managed internally and documented through steps 3 and 4 with the exception of contacting the complainant.

There are times when a complaint is received where no means will satisfy the situation. For example when a client's loan request is declined, the aforementioned steps are followed; and the result remains unchanged. The client will then be advised of the final decision and the business reason for it.