



Procedure for Members to use in issuing comments/concerns to the Board of Directors

PURPOSE:

The Little Falls Area Chamber of Commerce takes seriously all input, comments, or concerns from its members, employees, volunteers, or other persons as it pertains to Chamber business and its projects. The purpose of this policy is to provide a procedure that may be used to file a specific concern/complaint so it gets addressed appropriately.

PROCEDURE:

A. Any person, members, or volunteers may report concerns and/or complaints to the CEO of the Chamber or to the Chair of the Board. Concerns and/or complaints shall be submitted in writing* and in a timely manner. The concern and/or complaint shall include a statement identifying the remedy the party issuing the concern and/or complaint is seeking. Included within the written complaint shall be a statement of how the complaining party has attempted to resolve this issue prior to presenting it to the CEO and/or the Chair of the Board. The CEO and Board Chair shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Board.

* A verbal report can be accepted if the CEO or Board Chair determines that it is appropriate. Prior to further processing, the verbal report will be written by the individual receiving the report and submitted to the complaining party for approval and signature.

B. Depending upon the nature and seriousness of the concern and/or complaint, the receiver of the concern and or complaint shall determine the nature and scope of the investigation and/or follow-up procedures. The person designated to investigate the concern and/or complaint shall ascertain details concerning the complaint and shall respond promptly to the appropriate person concerning the status or outcome of the matter.

C. The appropriate person, CEO and/or Chair of the Board, shall respond reasonably and promptly in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken.

Adopted by the Board of Directors on February 9, 2001