[NAME OF AGENCY AND LOGO]

GUEST COMPLAINT RESOLUTION PROCEDURE

Service at [INSERT AGENCY/PROGRAM NAME] is provided regardless of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity and expression, political affiliation, unfavorable discharge from the military or status as a protected veteran, or any other characteristic that is protected by law.

You have the right to file a complaint when you feel you have been mistreated. Filing a complaint will not affect the quality of service you receive.

First, try talking to agency staff/volunteers about what is wrong. If that’s not enough to resolve the issue, follow these steps:

I. FIRST STEP

Submit complaint in writing to:

**AGENCY EXECUTIVE DIRECTOR**

**[PUT CONTACT INFO HERE, INCLUDING EMAIL, MAILING ADDRESS, AND PHONE NUMBER]**

Within 21 days, you will get a written response.

II. APPEAL

If you are unhappy with the response, you can file another complaint within 15 days to:

**AGENCY BOARD OF DIRECTORS**

**[PUT CONTACT INFO HERE, INCLUDING EMAIL, MAILING ADDRESS, AND PHONE NUMBER]**

The appeal letter should state your original complaint and state why the first response was unsatisfactory or inadequate. You can also explain why you’re appealing. Within 30 days, you shall receive a written response to the appeal. You may also appear in person to appeal. ***The Board’s response is final.***