



Community Futures Development Corporation
of North & Central Hastings and South Algonquin

Client Complaint Process

Community Futures Development Corporation of North and Central Hastings and South Algonquin's (CFDC) is committed to delivering the highest quality of service to all of our clients. We recognize the value of feedback as an important tool in monitoring client satisfaction.

A Customer Feedback Survey is available at the front desk.

Ideally, complaints should be raised directly with the involved staff member. The staff member and if required, their supervisor, will make every attempt to resolve the issue informally.

If unresolved, a formal written complaint form (attached) can be filed by the client to the Executive Director for a response. In the event the complaint relates to service provided by the Executive Director he/she will bring that complaint to the attention of the Chair or, if that person is not available, the Vice Chair, Secretary or Treasurer of the Corporation within two business days.

Receipt of a formal complaint will be acknowledged within 2 business days and the client will be notified as to when a response can be expected. Client may be asked for additional information.



Community Futures Development Corporation
of North & Central Hastings and South Algonquin

Formal Client Complaint Form

CLIENT NAME: _____

ADDRESS: _____

PHONE: _____ CELL: _____

EMAIL: _____

NATURE OF COMPLAINT: _____

e.g. customer service; operational policy or procedure or failure to apply an operational policy or procedure

Date verbal complaint made: _____

DESCRIPTION OF ISSUE/COMPLAINT:

PLEASE DESCRIBE HOW YOU WOULD LIKE THE ISSUE/COMPLAINT SETTLED:

Signed: _____

Date: _____ Received by: _____