



INTERNATIONAL HEARING DOG, INC. COMPLAINT RESOLUTION POLICY

IHDI believes that applicants, clients, graduates, and volunteers should have an opportunity to voice their concerns. It is our hope and preference that concerns are resolved by the people closest to the issues, however, we realize that may not always be possible. Consequently, IHDI has implemented a Complaint Resolution Policy should a party wish to appeal an IHDI decision. IHDI will address complaints promptly.

IHDI staff are trained in IHDI's complaint resolution process. When a complaint is brought forth to an IHDI staff member the staff member begins implementing the steps of this complaint resolution process, including furnishing a copy of this IHDI Complaint Resolution Policy to the complainant and notifying their direct supervisor.

IHDI's complaint resolution process is progressive. Disputes may be resolved at any point in the process. Disputes will be processed until the complainant is satisfied, does not appeal the decision made during any of the steps of the dispute resolution process, or has reached the final step of the process. A decision becomes binding on all parties when a complainant does not appeal the decision or when a decision is made in the final step and the right of appeal no longer exists.

Complainants who feel they have an appropriate dispute should proceed as follows:

1. Promptly bring the complaint to the attention of the immediate person in charge. If the dispute involves that most immediate person, then the complainant may proceed directly to step two.

The person in charge will investigate the complaint, attempt to resolve it, and give a decision to the complainant within a reasonable time. The person in charge should prepare a written and dated summary of the dispute and proposed resolution for the file. If the complainant and person in charge are not able to resolve the issue or if the complainant is dissatisfied with the decision, the complainant may progress to the next level of management.

2. If the complainant is not satisfied with the result in Step One, he/she/they should promptly bring the complaint to the attention of the next level of management, continuing to the Executive Director/CEO if necessary.

3. If the complainant is dissatisfied with the decision made by the Executive Director/CEO, then the complainant may submit a request for review of their complaint in writing to IHDI's Board President. The Board President will review the complaint and will make the final decision.

Information concerning a complainant dispute will be kept confidential. Those who investigate a complaint may discuss it only with those individuals who have a "need to know" about it or who are needed to supply necessary background.