



COMMUNITY COMPLAINTS PROCEDURE

Policy Statement and Procedure

Cornerstone Community Action Agency respects the rights of our community and the people we serve. This procedure will ensure that all complaints are adhered to and resolved properly. All complaints are kept confidential and are dealt with as a matter of importance. When a complaint is received by the agency, the following steps should be taken.

Most community complaints can be resolved at the local center level with good communication. We encourage everyone to first discuss their concerns with the initial staff member with whom they have the complaint.

If the client or community members' concerns remain unresolved, they are required to call the Director of that program. Within 48 hours, the Program Director will address the complaint and notify the interested party to reassure resolution of the complaint.

If still unresolved, the client or community member will be asked to place the complaint in writing and submit it to the Executive Director. The Executive Director will respond in writing in no less than ten days. The nature of the complaint will be fully investigated.

Once a complaint has been fully resolved and you have received the outcome in writing, it is considered to be resolved.

Complaints can be made in writing to:

Cornerstone Community Action Agency

114 Needham

Coleman, TX 76834

Telephone: 325-625-4167

Email: mail@ctoinc.org