

POLICY No. 6-20

MEMBER CONCERNS AND/OR COMPLAINTS

PURPOSE OF POLICY:

Although Inland Power strives at all times to provide excellent customer service and to meet the needs of all members, occasionally a member may not be satisfied by our efforts. This policy will provide guidance to staff and trustees on how to deal with member concerns and/or complaints. For purposes of this policy only, the term “member” will also include others impacted by Inland Power’s operations.

POLICY CONTENT:

Whenever an employee or a trustee discovers that a member has a concern or hears a complaint from a member regarding any aspect of the operations of Inland Power, that concern or complaint should be taken seriously. The goal should always be to help the member find an acceptable solution to every problem in a way that has either no or very little negative impact on other Inland Power members.

Trustees: If a trustee hears about a member concern or receives a complaint from a member, he or she should refer the member to the CEO. The trustee should not comment on their perception of the validity of the complaint. The trustee should inform the member that the board deals only with policy issues and that the employees are charged with carrying out those policies.

Employees: If an employee hears about a member concern or receives a complaint from a member, he or she should get enough information from the member to have a reasonable understanding of the problem. Once this understanding is achieved, the employee should help the member if the complaint deals with something in that employee’s area of responsibility. If the concern or complaint deals with another area of Inland Power’s operation, the member should be referred to another employee better able to help solve the problem. If necessary, the member may be referred to a supervisor, a manager, a member of the leadership team or the CEO depending on the nature of the complaint.

Member Access to Board Members: If the employees, including the CEO, are unable to find a solution to the concern or complaint acceptable to the member, the member will be asked to reduce the concern or complaint to writing. The written document will be sent to the president of the board of trustees in care of the co-op office. At the next meeting of the board following the receipt of the written document, the board will review the situation. If it appears that the policy

on which the concern or complaint is based needs to be reconsidered, the member may be asked, if necessary, to present the concern or complaint to the board in person at the next regularly scheduled board meeting. If, after careful consideration of the problem including the member's personal testimony, if any, the board feels that the policy dealing with this area of Inland Power's operations needs to be changed, the modifications will be made and the member concern or complaint will be handled by staff under new policy.

A written record of the concern or complaint will be maintained and the member will be informed, in writing, of any actions taken.

Employees may provide members with board of trustees' names, the Inland Power office address, and the areas they represent, but will not provide personal addresses, personal or Inland Power email or phone numbers.

RESPONSIBILITY FOR IMPLEMENTATION:

The CEO is responsible for establishing procedures to carry out this policy. Other responsibilities are discussed in the policy above.

POLICY APPROVAL DATE 6/25/15

POLICY EFFECTIVE DATE 6/25/15



Kristina Bahr, President
Board of Trustees