

CDAS Communication Policy: Ideas, Concerns, & complaints

Objective:

To provide a process that allows members and customers to reach acceptable conclusions to an idea or issue. Promoting communication helps ensure that ideas, concerns or complaints are dealt with in an efficient and timely framework. Implementing a procedure:

- provides a structured, known approach to dealing with ideas and issues
- can prevent minor concerns or complaints from becoming major issues
- provides stronger communication with CDAS membership and customers
- helps in dealing with emotional individuals and provides a framework that is more fact based

This process is intended to deal with ideas and issues by members and customers related to:

- CDAS policies
- CDAS rules
- CDAS procedures
- CDAS facility rental rates

This process is intended to ensure that all ideas and issues are heard and dealt with by CDAS and that all members and customers are assured they have an avenue to deal with their ideas, concerns and complaints.

Process:

1. All ideas, concerns, or complaints are to be made in writing and submitted to the General Manager who will then forward a copy to the Operations Director. The individual initially is encouraged to offer their solution as it relates to the idea or situation. The General Manager will attempt to find a working solution and will forward the resolution to the Operations Director. Brief documentation is to be kept for any future reference. If the General Manager is unable to determine a working solution, then the issue is brought to the Operations Director.
2. The Operations Director will then work towards finding a solution and will forward all documentation to the President.
3. If the Operations Director is unable to determine a working solution, then the idea, concern, or complaint is brought to the President.
4. The President shall a) try to determine a working solution in conjunction with the Operations Director and/or General Manager, or b) the president can choose to bring it to the entire board for discussion and resolution.
5. An explanation or settlement of some sort should be achieved and delivered within 14 working days – a time extension for resolution by mutual agreement.

Written communication will be provided to the individual to inform them of the process taken to address the idea, concern, or complaint; with the goal being to find resolution in a timely and efficient framework. Individuals will be encouraged to maintain communication with the General Manager during this process.