

FIRST STEPS- INFORMAL COMPLAINT



TRY TO FIX IT

Before you bring the issue anywhere else, please talk to the person you've been working with at CVIC and explain the problem and what you'd like to see happen.



CONTACT SUPERVISOR

If talking to the person doesn't help, call the front desk or use the CVIC website *Contact Us* page to reach their supervisor.



CONTACT VICE PRESIDENT

If the supervisor is unable to help, the Vice President in charge of the department can be reached through the main CVIC phone line.



FILE FORMAL COMPLAINT

If the Vice President is unable to help, you can move forward to an official complaint using the steps below.

NEXT STEPS- FORMAL COMPLAINT



ATTEMPT INFORMAL COMPLAINT FIRST

Before you file a formal complaint, please try to solve the problem through the informal complaint process.



WRITE IT DOWN

Write down what happened, when it happened, and what you tried to do to fix it using the steps above. Give this to the front desk or submit on the website *Contact Us* page for the President/CEO. They will respond within 10 business days.



TELL BOARD OF DIRECTORS

If you are not satisfied with the answer from the President/CEO you can submit your complaint to the Board of Directors. They will respond within 10 business days.



CHANGING YOUR MIND

You can stop the complaint process at any time.



TIME LIMIT

Complaints must be made within one year of when the problem happened.

IF YOU REQUIRE AN INTERPRETER, TRANSLATION OR A DIFFERENT WAY TO SUBMIT A COMPLAINT PLEASE CONTACT US