



**Ballou Alumni Association (BAA), Inc. • 3228 Pope Street, SE • Washington, DC
20020**

Complaint Procedure Policy

The Complaint Procedure Policy is designed to ensure members are aware that they may lodge a written complaint if they feel their expressed point of view has not been adequately heard and addressed by the board of directors at one of its meetings and they and/or the Association will be adversely affected in some way.

The Association seeks to maintain and enhance its reputation of collegiality, high performance and accountability using sound business practices. We value our members and welcome their recommendations and suggestions for making improvements. A complaint is an expression of dissatisfaction by a member or members relating to services and practices of the Association.

A complaint may be made by speaking at a BAA meeting, emailing or writing to the Chairman or another officer. Subject to the nature of the complaint, the Association's process of handling complaints is as follows:

- The Association acknowledges receipt of a complaint within 30 days;
- The Board of Directors undertakes an initial review of the complaint to determine what if any additional information or documentation may be required to complete an investigation. The Board may also contact the complainant to clarify details or request additional information where necessary;
- The Board of Directors investigates objectively and impartially by consideration of information supplied by complainant, interactions with complainant, information received from others and any other information which may be available, that could assist the Board in investigating the complaint.
- The Board responds following the investigation and notifies the complainant of the Board's findings and any actions taken in regards to the complaint;
- The Board of Directors takes action as is appropriate in amending the business practices and policies of the Association, if applicable.
- The Board records for continuous improvement purposes.

Every effort is made to resolve complaints at the first point of contact. If the Board is not able to satisfactorily resolve the complaint, if warranted, the Board will engage the services of a third-party arbiter.