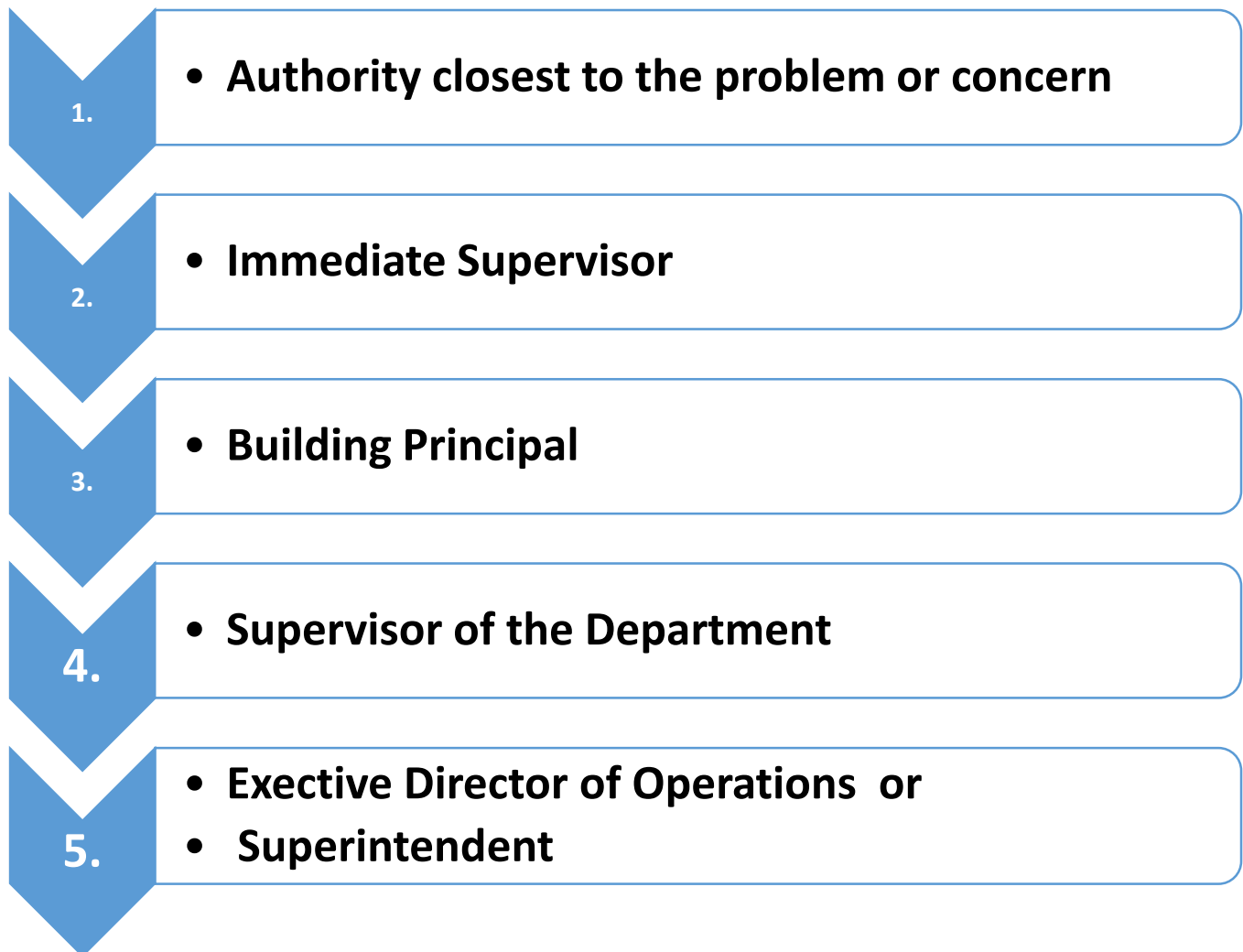


Communication Line





Complaint Procedures – Communication Line

Handling complaints or expressions of concern is a challenge for many staff members. One must listen with courtesy and sincerity; however, it is important that staff members and patrons follow district policy relative to the complaint procedures and refer the individual to the authority closest to the problem or concern. One should never assume responsibility for a problem. The patron or staff member will be best served by calmly explaining the proper communication line, starting with the individual the concern or complaint may involve. If the patron or staff member has addressed the matter with this individual, his/her next course of action will be contact the immediate supervisor of the individual named in the concern. Immediately following the initial appropriate contact, the patron or staff member will contact the authority closest to the problem or concern. The Communication flow chart will assist the patron or staff member with the appropriate personnel to address the matter.

Chain of Command

- 1)** A staff member is contacted by a patron or another staff member to express his/her concern.
- 2)** Staff member listens with courtesy and sincerity.
- 3)** Staff member instructs the patron or staff member with the concern to follow the chain of command starting with the authority closest to the problem or concern.
- 4)** Staff member provides the patron or the person with the concern the Communication Line protocol.
- 5)** Staff member contacts the person of authority closest to the to the situation to inform his/her of the problem or concern expressed.