

Summit Comments/Complaints Form

Name: _____

Phone: _____ Email: _____

Date Completed: _____

Suggestion/Comment/Complaint:

How would you like this resolved?

Previous history of this suggestion/comment/complaint:

Summit Management use only:

Date received: _____

Director received by: _____

Summit Comments/Complaints Process

You are encouraged to bring forward suggestions, comments, and complaints about Summit. You are also entitled to resolution in a timely manner within the available resources and scope of service.

Steps to follow:

1. If you feel that you have received unfair treatment, or would like to provide a comment or suggestion, you should discuss it with the appropriate Program Manager. The Program Manager will investigate the concern and will respond to you within five (5) working days. The Program Manager can help you complete this form if further action is needed.
2. If you are not satisfied with results of step one, you can contact the appropriate Director within three (3) working days of completing step one. The appropriate Director (or designate, if the Director is absent) will review your form and will respond (in writing) within three (3) working days.
3. If the situation remains unresolved after step two, you can submit an appeal in writing to the Executive Director within five (5) working days of receiving your response from the Director in step two. The Executive Director (or designate, if the Executive Director is absent) must respond within five (5) working days. The appeal should state why you are not satisfied with step one and two, not just reiterating the original issue.
4. If the situation remains unresolved after step three, then you, through the Executive Director, can submit the appeal in writing to the agency's Board of Director's within five (5) working days of completing step three. The Board will investigate the situation and a Board Member delegate will meet with you within ten (10) working days, and state their decision, in writing, within three (3) working days after this meeting
5. Should you decide not to proceed with the steps of this appeal procedure within the stipulated time limits, it shall be assumed that your appeal has been abandoned or withdrawn. However, you and the Summit Management Team or Board may mutually agree to extend the time limit. You will be free of any reprisal or retaliatory action arising from expressed opinions. Under no circumstances will there be barriers to any services due to any complaint or suggestion made. Staff will assist you and will advocate on your behalf to ensure that your right to voice an opinion is upheld.

Please do not hesitate to ask questions about this process. Staff are available to assist you through every step of the process, if needed.