

## **Complaint Policy and Procedures**

### **1. Complaint Policy Statement:**

Coastal Education Services views complaints as an opportunity to learn, adapt, improve and provide better service. It is also an opportunity to communicate with the person or organization to have a better understanding of their need and learn of ways to make a situation, policy, and/or approach better.

We strive to have quick resolutions to our complaints, in a way that respects and values the person or organization's feedback, which can be one of the most important factors in recovering the person/organization's confidence about a product/service offered by our company. It can also help prevent further escalation of the complaint.

Positive resolution is ultimately our goal for complaints using a responsive, efficient, effective, and fair complaint management system.

### **2. What is a complaint?**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the products/services offered by Coastal Education Services, its staff, representatives, volunteers, speakers or by a person or body acting on behalf of Coastal Education Services. It may include concerns about staffing, facilities used, products or services, or other.

- Complaints may come from a variety of sources possibly including clients, attendees or registrants to programs/events, members of programs, or other companies/organizations doing business with Coastal Education Services.
- A complaint may be received by a phone call, e-mail, website contact form, regular mail, evaluation summary, or in person.
- All complaints received with an identifiable way to communicate necessitates a response or attempt(s) to respond in similar or other way we are able to follow-up.
- Complaints made anonymously or without a way to reply/contact the person/organization making it, will be used constructively to research, interpret, learn from, adapt, and/or improve the subject matter, procedure, or focus of the complaint.

### **3. Complaint Management Procedure:**

- All staff, representatives, and volunteers will be trained in Coastal Education Services' complaint resolution policy and procedures.
- The Complaint Policy and Procedures will be reviewed prior to the start of a live event with the staff/representatives/volunteers to establish the role of each person if a complaint is made in person to provide the best responsiveness and resolution options.
- All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
- It is our policy to ensure all complaints are investigated fairly and in a timely manner.
- Complaints that are unable to be resolved immediately will be delegated to the appropriate person, for further investigation and appropriate action as determined by the Complaint Manager.
- Coastal Education Services publicizes the ways a person, group, or organization may contact us if they have a concern/complaint and in live events, the designated staff or representative from our company will be pointed out to make it an easy and efficient process for them.

**a) Verbal Complaints:**

- When a staff person/representative/volunteer of Coastal Education Services receives a verbal complaint in person, they will attempt to resolve the issue immediately. They will listen sincerely to the concerns raised by the complainant, respond in a polite, courteous, and empathetic manner, and attempt to assist the complainant find an acceptable action/procedure to resolving the concern. If Coastal Education Services' staff person, representative, or volunteer is unable to resolve the complaint or feels they need support to present the best resolution they are to contact the Complaint Manager/Executive Director for resolution as soon as possible after the complaint has been received. When someone from Coastal Education Services moves to contacting the Complaint Manager/Executive Director they must take the complainant's name and contact information for follow-up.
- If a complaint is brought to the attention of the Complaint Manager/Executive Director due to needing additional attention, investigation, or ability to resolve the complaint the complainant will be contacted, listened to, and given proposed options for successful resolution and follow-up of the agreed upon resolution will be taken and written down in a resolution letter to the complainant. Documentation of the complaint and resolution procedures taken will be filed in the best suited file of which the complainant is associated with, i.e. a course participant's registration file, a vendor's file, etc. and kept for at least 7 years. If a complaint is not resolved and needs further action, the Complaint Manager will make note of this in the complainant's file including steps to be taken. When a resolution has been made, documentation will be made of procedures taken and the case will be considered closed. A follow-up letter will be sent to the complainant.
- Verbal complaints may be made by phone to (207) 286-5631 or in person to any of Coastal Education Services staff. If a complaint is left as a voice mail it will be written as dictated. A return call will be made to the complainant. Procedures will follow as above.
- Verbal complaints and communication by phone will be recorded after informing the complainant of this procedure and may be shared with other internal staff depending on the nature of the complaint and need for resolution.
- Verbal complaints must be made within 10 days of the end of the conference or event.

**b) Written Complaints:**

- Written complaints may be received in one of the following ways:
  - using regular mail and mailing to: Coastal Education Services  
P.O. Box 3064  
Kennebunkport, ME 04046
  - using email and sending to [coastaleducationservices@yahoo.com](mailto:coastaleducationservices@yahoo.com)
  - using the "Contact Us" form on our website at [www.coastaleducationservices.com](http://www.coastaleducationservices.com)
  - using the Evaluation Summary form, which is given to each participant at our Live Courses, Distant Learning – Interactive/Live Webinars, and at the end of Distant Learning – on demand webinars, blended/hybrid courses.
- Written complaints must be received within 10 days of the end of the conference or event.