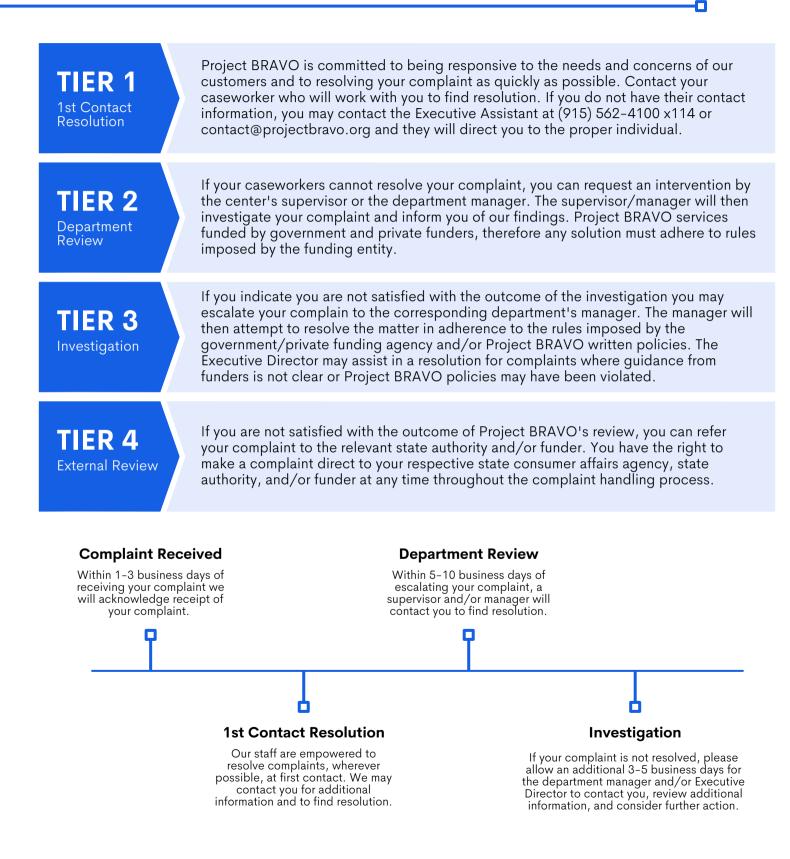


CLIENT COMPLAINT PROCESS





CLIENT COMPLAINT POLICY

OBJECTIVE

Project BRAVO seeks to maintain and enhance our reputation of providing clients with high quality service. We value complaints as they assist us to improve our programs, services and customer service.

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Project BRAVO is committed to being responsive to the needs and concerns of our clients or potential clients and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to staff and clients on the manner in which Project BRAVO receives and manages complaints. We are committed to being consistent, fair and impartial when handling complaints.

DEFINITION

In this policy a complaint means an expression of dissatisfaction by a client relating to programs, services, customer service, operations, facilities, and other customer experiences provided by Project BRAVO.

SUBMITTING A COMPLAINT

If you are dissatisfied with a service provided by Project BRAVO, you should in the first instance consider speaking directly with the staff member/s you have been working with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can submit a complaint with us in one of the following ways:

- By completing a client satisfaction survey and providing contact information with your survey response {insert web address}
- By contacting your caseworker or Community Center by following the instructions on our phone menu
- By contacting the Executive Assistant at (915) 562-4100 ext. 114
- By emailing us at contact@projectbravo.org
- In person by speaking to any of our Community Center staff
- Or by sending a letter in the mail to Project BRAVO, Attn: Executive Assistant, 2000 Texas Ave. El Paso, TX, 79901

*If we receive your complaint verbally, we may ask you to put your complaint in writing.

COMPLAINT INFORMATION

When we are investigating your complaint we will be relying on information provided by the customer and information we may already have on file. We may need to contact the customer to clarify details or request additional information where necessary. To help us investigate the customer's complaint quickly and efficiently we will ask for the following information:

- Client name and contact details
- The name of the staff member the client has been working with
- If applicable, the day and time the incident occurred
- The nature of the complaint
- Details of any steps the client and staff member have taken to resolve the compliant
- Details of conversations the client may have had with us that may be relevant to the complaint
- Copies of any documentation which supports the complaint



CLIENT COMPLAINT POLICY

RECORDING COMPLAINTS

When taking a complaint, staff member's must record the client's name and contact details. We will also record all details of the complaint including the facts and the cause/s of the client's complaint, the outcome and any actions taken following the investigation of the complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between Project BRAVO and the client.

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As part of our ongoing improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. All complaints will be recorded in the client database system. The client's personal details will actively be protected from disclosure, unless the client expressly consents to its disclosure. When a client complains to a funder or governmental entity, such as the Texas Department of Housing & Community Affairs (TDHCA), Project BRAVO reserves the right to disclose personal details to the agency to allow the funder or government entity to fully investigate the complaint.

COMPLAINTS ABOUT EMPLOYEES

If a client complains about a member of our staff, we will treat the client's complaint confidentially and impartially. We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people, and verifying explanations where possible. Due to Human Resource confidentiality policies, clients may not receive information about disciplinary actions that may be taken. We will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- · Providing them with an opportunity to explain the circumstances
- Providing them with appropriate training
- Updating them on the complaint investigation and the result

COMPLAINTS UNDER INVESTIGATION BY A REGULATOR, LAW ENFORCEMENT, LOCAL OR STATE AUTHORITY, AND PROGRAM FUNDER

If the client's complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator, law enforcement agency, other local or state authority, and/or a program funder, we may cease to take further action in relation to the complaint pending the final review and outcome of their investigation. We will assist the agency with their investigations to the fullest extent possible.