

Concho Valley Economic Development District COMPLAINT POLICY & PROCEDURES

The CVEDD customer Complaint Policy has been established to ensure that people have an easy and accessible way to provide feedback to the agency. CVEDD is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting CVEDD: You can contact CVEDD in the following ways:

1. **U.S. Mail:** Mail feedback to:
Concho Valley Council of Governments
Attn: CVEDD
5430 Link Rd.
San Angelo, TX 76904

2. **Electronic Mail:** Email CVEDD at
erinm@cvcog.org

Feedback Review Process: All feedback from customers is valued. Feedback will be reviewed by the Regional Services Director who will distribute the customer communication to the appropriate representative(s) dependent on the scope of the complaint.

1. Customer concerns, complaints, or employee commendations will be handled by the Assistant Executive Director - Erin Hernandez
2. Questions regarding discrimination or bias will be sent to the HR Director

Feedback Acknowledgement: Anyone who submits a comment, complaint, or service suggestion to CVEDD shall receive a response provided they give legible contact information. Feedback sent via US Mail or fax will receive a response within seven business days. Electronic mail, phone, or web originated messages will be returned within three business days

Customer Appeals Process: Any person who is dissatisfied with the response they receive from CVEDD is welcome to appeal the decision. CVCOG management will reassess the complaint including the executive director.

Information about Policy: Information about the Customer Complaint Policy will be made available:

1. **On CVCOG's website at:**
http://www.cvcog.org/cvcog/regional_services.html
2. **At CVCOG's office located at:**
Concho Valley Council of Governments
5430 Link Rd.
San Angelo, TX 76904

Reporting: The Regional Services Director shall compile a summary of rider responses for the Advisory Board, City Council, County Board of Supervisors, staff, and employees for use in reviewing and evaluating service.

Categorization: Each complaint shall be categorized into one of the six 'Basis of Complaints': Customer Service, Service, Maintenance, Compliance, Security, and ADA.

Tracking: CVEDD shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on status of the comment at any time.

Protection from Retribution: Customers of CVEDD should be able to submit feedback without fear of retribution from the agency. If someone feels like they are being treated unfairly in response to the feedback they provided, they should contact CVCOG's HR Director at 325-944-9666 and the director will appropriately discipline any employee that retaliates against a customer.