



Early Childhood Council
OF LARIMER COUNTY

REFERRAL PROGRAM COMPLAINTS, CUSTOMER/CLIENT

The Early Childhood Council of Larimer County strives to provide respectful, accurate, and timely service delivery and excellence in customer service. Complaints about the referral service should be addressed at the lowest possible level in the organization and employees are encouraged to seek help from their supervisor to deal with customer complaints.

Employees are required to respond to complaints in a timely manner, preferably within 24 hours of notification of the complaint. The complainant will be informed of the action that will be taken to resolve the complaint. If additional research is needed to examine the problem, the complainant is to be notified what the process will be and when they can expect to hear back from the employee.

All complaints will be tracked by the Executive Director. Employees and supervisors must notify the Executive Director in writing regarding complaints including all identifying information, the nature of the complaint and timelines for responses and action.

Information on the complaint will be handled in accordance with the organization's confidentiality policy.