

CLIENT SERVICE POLICY

February 2012

1. Objective:

KLCFDC staff and volunteers are committed to client satisfaction. Every KLCFDC applicant (client) has the right to voice any concerns and to make suggestions and inquiries pertaining to our operations. These will be acknowledged and documented. The KLCFDC will make every effort to facilitate a fair and efficient resolution of all concerns/ complaints.

2. Definition Of “Client Satisfaction”

Client has expressed to KLCFDC that they received benefit from our financial and/ or business and advisory services.

3. Promotion Of “Client Satisfaction”

The identified level of success may be reported to FedDev Ontario, elected officials, the KLCFDC Board of Directors and the community through written documentation or via the media, while respecting all aspects of client confidentiality. KLCFDC will obtain permission to use client satisfaction and/or testimonials for marketing purposes.

4. Definition Of A “Concern” or “Complaint”

Any expression of dissatisfaction made to KLCFDC staff or a Director by a client or member of the public in relation to our activities.

5. Feedback And Complaints

- a) A satisfaction survey will be made available to all KLCFDC clients and also posted on our web site. Completed surveys can be emailed to info@klcfdc.com, mailed or delivered to the KLCFDC office.
- b) Written complaints may be submitted to info@klcfdc.com or addressed to the Chair of the KLCFDC Board of Directors.

6. Resolving A Complaint

- a) KLCFDC staff will strive to resolve concerns immediately and in a courteous manner.
- b) If a KLCFDC staff member is unable to provide an immediate resolution, or the client is not satisfied with their resolution, the General Manager will attempt to resolve the issue within 5 business days.
- c) If a meeting of any kind pertaining to the complaint is arranged, the complainant may, if they wish, bring additional individuals. These individuals will be required to sign a non-disclosure agreement prior to the meeting.
- d) If either party presents an apology for what has transpired, it shall not be used as an admission of any liability.
- e) The outcomes of the investigation shall be documented. Recorded complaints will be monitored by management for any ongoing trends. Any shortcomings in the KLCFDC's policies and procedures will be brought to the Board's attention and subsequently acted upon.
- f) While under most circumstances, an individual can not address the Board in person. Written letters will be accepted if addressed to the Chair of the KLCFDC Board of Directors. However, under unique circumstances a direct meeting may be considered and may involve the Chair as well as other Board representatives.
- g) Regarding a complaint where the applicant has been declined by the KLCFDC Board, the applicant will be notified as to the reason their application was declined. If desired, this may be followed by a letter further explaining the decline and where applicable, advice to assist the client in making potentially a new application.
- h) Where appropriate, customers who have had a complaint resolved will be contacted at a later date to confirm their level of satisfaction as to how their complaint was handled.

7. Escalation

- a) If a resolution cannot be achieved, or the client does not wish to have the KLCFDC Board or their legal representative review their complaint, the client shall be provided with contact information for an appropriate review.

8. Documentation

All documentation related to the complaint shall be kept confidential.