

Complaint Process

If you have a complaint this is the process that you should follow:

1. Wait 24 hours
2. Speak with the team manager or division manager
3. If your concern is not resolved please complete the complaints form. [COMPLAINT FORM](#) Email the form to the email below when completed.

This form will be reviewed by a minimum of 3 board members.

4. You can expect to have your complaint addressed within 1 week of the complaint being submitted to board. The board will follow up with the complaint and bring the parties together if needed.