

# Consumer Grievance/ Conciliation Procedure

## Consumer Services

GSIL is committed to providing the highest quality professional service and believes in early and immediate resolution of concerns and conflicts. If a concern or problem arises, it is GSIL's intention to resolve the issue in a timely manner.

In some cases, other processes may need to be followed based on specific service requirements.

If you are dissatisfied or have a grievance/complaint, you have the right to bring the matter to the attention of GSIL and have it resolved to your satisfaction when possible. Your rights to receive services from GSIL shall not be affected by raising complaints, grievances, issues, or disputes.

GSIL has established a compliant process that is accessible, visible and facilitates an ease to file a complaint.

1. Whenever possible, discuss any matter of concern regarding services delivered by or through GSIL with your designated GSIL Coordinator.
2. If remediation of the concern / complaint does not occur, you may file a formal complaint with the assigned Program Director. A complaint may be made in person, via telephone, fax, email, or letter.
3. If you are filing a complaint via phone or in person, the person receiving the complaint will complete a **Consumer Complaint/ Grievance Form** which will be forwarded to the assigned Program Director. You will also receive a copy.
4. The assigned Program Director will contact you within two (2) business days to conduct an investigation and discuss the potential resolution to the complaint.
5. Within ten (10) business days from the receipt of the complaint the Program Director will follow up with a written Resolution letter that will identify what was found and what actions were taken. You will be asked to sign and return a copy of the letter. You may also write a response if you so choose. The Program Director will provide a copy of the Complaint/ Grievance Form to the Compliance Director and the Senior Vice President of Programs

If you are not satisfied with the resolution proposed, you will have the opportunity to appeal the decision to the Senior Vice President of Programs

1. Within 2 business days of receiving the appeal the Program Director will provide the written Resolution letter and circumstances involved in the complaint to the Senior Vice President of Programs
2. The Senior Vice President of Programs will contact and/or meet with you to seek resolution to the complaint within 2 business days from receipt of appeal. The Senior Vice President of Programs will attempt to find the cause of the dissatisfaction and work with you to resolve the issue.
3. Within **10 business days** from the receipt of the appeal, the Senior Vice President of Programs will provide you with a final Resolution letter via mail. The Senior Vice President of Programs will review with you the outcome of the appeal investigation.
4. If you remain dissatisfied with the resolution, please contact GSIL's CEO @ 603-228-9680 to appeal the decision to the Board of Directors.