

## **Northshore Senior Center Customer Complaint and Grievance Policy**

Northshore Senior Center commitment is to providing high quality services that are accessible to everyone in our community. Providing excellent customer service is a fundamental value and customer comments, or feedback, is essential to achieving our mission.

Discrimination is prohibited in all programs and activities. No one shall be excluded on the basis of race, color, national origin, sex, age, religion, gender identity, sexual orientation, creed, or disability.

Northshore Senior Center has established a Customer Complaint and Grievance Policy to ensure that riders, members, program participants, caregivers, and the public can easily provide comments to our agency. Northshore Senior Center encourages all forms of customer comments including complaints, commendations, concerns, or suggestions.

**Communicating Complaints:** Customers and the public may express a complaint or concern to Northshore Senior Center through any of the following means.

1. US Mail: Customers can mail their comments to  
Northshore Senior Center  
Attn: CEO, at  
10201 E Riverside Drive  
Bothell, WA 98011  
425-286-1023  
CEO@mynorthshore.org
2. Phone: Customers can contact our CEO at 425-286-1023. If we are out of the office, customers can leave voice mail 24 hours a day, 7 days a week.
3. E-mail: Customers can contact Northshore Senior Center by email at CEO@mynorthshore.org
4. Fax: Customers can fax written comments to 425-487-3191.

**Customer Comment Review Process:** All customer comments, positive or critical, are valued and will be directed by the CEO to the relevant department head for follow up.

1. Customer concerns, complaints, or commendations will be directly investigated by the relevant program Director or Manager for appropriate action.
2. Recommendations for service modification will be analyzed by the relevant program Director or Manager for consideration of service improvements.
3. Questions regarding discrimination or bias will be forwarded to the Northshore Senior Center Human Resources services.

Updated January 2021

**Customer Comment Acknowledgement:** Anyone who submits a complaint or service suggestion to Northshore Senior Center will receive a response provided they include legible contact information.

- Comments sent via mail or fax will receive a response within 7 business days.
- Comment provided by email or phone will receive a response within 3 business days.

**Customer Appeals Process:** Any person who is dissatisfied with the response they receive from Northshore Senior Center is welcome to appeal the decision.

- Appeals of responses will be reviewed by the Northshore Senior Center CEO.
- Appeals of responses from the Human Resources services will be reviewed by the CEO of Northshore Senior Center.

**Information about the Customer Complaint and Grievance Policy:** Information about the policy, including how to submit a complaint, will be made available to program participants:

1. Upon initial completion of organizational registration paperwork.
2. When new riders are scheduled for service.
3. Posted in our facilities.
4. Posted in our vehicles.
5. On the website.

**Reporting:** Northshore Senior Center will compile a summary of customer responses for the board, staff and employees for use in reviewing and evaluation service.

**Tracking:** Northshore Senior Center will maintain a tracking database for all customer complaint that provides a unique tracking number for each complaint and allows ready access to the information on the status of the comment at all times. All complaints will be retained for a minimum of six years (or if the complaint is affiliated with a WSDOT funded project, the complaint will be kept for six years following the end of the project.)

**Protection from Retribution:** Customers and guests of Northshore Senior Center must be able to submit feedback without fear of retribution from the agency or any employee. Any customer who feels they have been treated unfairly in response to the comments they provided should contact the Northshore Senior Center Director. Northshore Senior Center will appropriately discipline any employee that retaliates against a customer.