

Whatcom Council of Governments  
Complaint Policy  
(amended 12-14-2011)

Public within the service area of the Whatcom Council of Governments (WCOG) are a fundamental aspect of our agency and their feedback is crucial to the operation of the agency.

The WCOG Complaint Policy has been established to ensure that the public has an easy and accessible way to provide feedback. WCOG is open to hearing any feedback including complaints, comments, suggestions, or concerns.

**Contacting WCOG**

WCOG can be contacted in the following ways:

1. **US Mail:** Feedback can be mailed to WCOG at 314 E. Champion Street, Bellingham, WA 98225
2. **Phone:** Public can contact WCOG at 360-676-6974. This line is available 24 hours a day, seven days per week.
3. **E-mail:** Public can contact WCOG by e-mail at [wcog@wcog.org](mailto:wcog@wcog.org).
4. **Fax:** Public can send written feedback by fax to 360-738-6232.

**Feedback Review Process**

All feedback from the public is valued and will be reviewed by the Executive Director. After review, the Executive Director will distribute the communication to the appropriate WCOG representative(s).

1. Public concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.
2. Recommendations or comments for service will be sent to the planning department.
3. Questions regarding discrimination or bias will be handled by the Executive Director.

**Feedback Acknowledgement**

Anyone who submits a comment or complaint to WCOG shall receive a response provided they give legible contact information.

- Feedback will receive a response within seven business days after receipt.

**Appeals Process**

Any person who is dissatisfied with the response they receive from WCOG is welcome to appeal the decision to the WCOG Executive Board.

### **Information About Policy**

Information about the WCOG Complaint Policy, including how to submit a complaint, will be made available on the WCOG website at <http://www.wcog.org>.

### **Tracking**

WCOG shall maintain a tracking system for complaints that provides a unique identification of each customer communication and allows ready access to information on the status of the complaint at any time.

### **Protection from Retribution**

The public should be able to submit feedback without fear of retribution from WCOG. If a person feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Executive Director of the WCOG or in the case of the Executive Director they should contact the WCOG Executive Board.