



Document: **Complaint Policy**

Amended: **May 8, 2019**

whatcom council of governments

## Whatcom Council of Governments (WCOG) Complaint Policy

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

The WCOG Executive Director is the employee responsible for receiving, reviewing, and acting upon feedback. The WCOG Executive Director can be contacted in the following ways:

- **U.S. mail:** feedback can be mailed to the WCOG Executive Director at 314 E. Champion Street, Bellingham, WA 98225
- **Phone:** The public can contact the WCOG Executive Director at (360) 676-6974. This line is available 24 hours a day, seven days per week.
- **Email:** The public can contact the WCOG Executive Director by email at: [wcog@wcog.org](mailto:wcog@wcog.org)
- **Fax:** The 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).

- Public concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.
- Recommendations or comments for service will be sent to the planning and mobility management departments.
- 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 may appeal the decision to the WCOG Executive Committee.

## **Information About the Policy**

Information about the WCOG Complaint Policy, including how to submit a complaint, will be made available on the WCOG website at [www.wcog.org](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 Committee.