

Treatment of Clients Policy

The General Manager will ensure that all clients are treated in a fair and equitable manner by:

1. ensuring that a set of client relations guidelines are in place and are followed, and
2. ensuring that an complaint/appeal system is in place and clearly communicated to clients.

Client Relations Guidelines

Community Futures is committed to providing the best service possible in a considerate and professional manner.

Courteousness:

- clients will be treated in a courteous and pleasant manner

Accessibility

- office hours will meet the needs of our clients

Responsiveness

- clients will have the ability to see a Counselor in a reasonable time
- responses to applications will be dealt with in a reasonable time
- walk-in and telephone clients will be promptly assisted
- correspondence and electronic communications will be dealt with in a timely manner

Professionalism

- information provided to clients will be accurate and timely
- staff will be well prepared for meetings with clients
- staff will be skilled at accessing a variety of information, both in-house and other sources
- clients will be referred to other appropriate sources where CF staff are unable to help

Confidentiality

- client information will be kept completely confidential

Conflict Resolution

- information on program criteria and processes will be shared with clients
- problems or conflicts will be dealt with in accordance with Community Futures Client Appeal Policy in a timely manner

Follow-up processes will be established to monitor the organization's performance and allow for appropriate service adjustments.

Appeal Process

The following steps are to be followed by CFDC Clients who are dissatisfied with the service they have received and/or the response to their loan proposal:

1. Staff review – Clients should first insure that they have clearly communicated their concerns to the Staff person involved.
2. Management review – Should a client feel that staff has not satisfactorily addressed his/her concerns, the concerns may be brought to the attention of the General Manager.
3. CFDC Board review – Should a client feel that the General Manager has not satisfactorily addressed his/her concerns, a written appeal may be made directly to the CFDC Board of Directors.

The decision of the Board of Directors is final.”