

## **STAR Institute for SPD Complaints Policy**

STAR Institute for SPD views complaints as an opportunity to learn and improve future programs and resources, as well as a chance to put things right for the person or organization that has made the complaint.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
- Ensure everyone at STAR Institute for SPD knows what to do if a complaint is received
- Ensure all complaints are investigated fairly and in a timely manner
- Ensure all complaints are resolved whenever possible and that relationships are repaired
- Gather information which helps us to improve our programs and services

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of STAR Institute for SPD. Complaints may come from clients, program/event attendees or registrants, members, or donors of STAR Institute for SPD. A complaint can be received verbally, by phone, by e-mail or by mail.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **STAR Institute Complaints Procedure**

Written complaints to STAR Institute for SPD may be sent to:  
5420 S. Quebec St. Ste. 103, Greenwood Village, CO 80111 or [info@spdstar.org](mailto:info@spdstar.org).

Verbal complaints may be made by phone to (303) 221-7827 or in person to any of STAR Institute for SPD's staff.

Verbal complaints will be recorded and may be shared with other internal staff depending on the nature of the complaint.

Complaints that are unable to be resolved immediately will be delegated to the appropriate person for further investigation and appropriate action. It is our policy to ensure all complaints are investigated fairly and in a timely manner.