

## **MEMBERSHIP - VISITOR COMPLAINT POLICY**

**Approved by the Board of Directors: 9/10/09**

**Reviewed and Amended: 10/13/2018**

On occasion, the Bayfield Chamber & Visitor Bureau receives complaints about members from dissatisfied customers. In order to respond to a complaint, customers are required to put their complaint in writing and submit it to the Executive Director of the Bayfield Chamber & Visitor Bureau.

Upon receipt of a written complaint, the Executive Director will forward the complaint in full to the business identified in the letter along with a copy of this policy.

The copy of the complaint will be placed in a permanent file at the Bayfield Chamber & Visitor Bureau. In addition, the Executive Director will send a note of acknowledgement to the person submitting the complaint.

Should more than three written complaints pertaining to a Bayfield Chamber & Visitor Bureau business member be received within 12 months, the Executive Director will notify the member business that the complaints are being brought to the attention of the Board of Directors for discussion.