



Soldier's Best Friend: Complaint Resolution Policy

The Soldier's Best Friend (SBF) Complaint Resolution Policy is intended to outline the process of submitting a grievance for investigation and decision.

Policy

It is the policy of Soldier's Best Friend that applicants, clients, graduates, volunteers, employees, contractors, and the general public should have an opportunity to present their complaints and to appeal management decisions through a dispute resolution procedure. Soldier's Best Friend will attempt to resolve all disputes promptly.

- Soldier's Best Friend hopes that most concerns regarding disputes/ complaints at Soldier's Best Friend may be settled by the people closest to the issue.
- The dispute resolution procedure has steps to follow; however, disputes may be resolved at any time in the process. Disputes will be processed until the complainant is satisfied or does not appeal the decision made during any of the steps of the dispute resolution process.
- Complainants who feel they have an appropriate dispute should proceed as follows:
 - Step One: Promptly bring the complaint to the attention of the immediate person involved.
 - Step Two: If the dispute is not resolved with the immediate person, bring the complaint to the appropriate manager. The manager should investigate the complaint, attempt to resolve it, and provide a decision to the complainant within a reasonable time. The person in charge should prepare a written and dated summary of the dispute and proposed resolution for the file. If the complainant and person in charge cannot resolve the issue or if the complainant is dissatisfied with the decision, the complainant may proceed to the next higher level of management.
 - Step Three: Promptly bring the complaint to the attention of the next level of management, continuing to the Executive Director if the complainant is dissatisfied with the decision. If the concern is not resolved to the complainant's satisfaction by the Executive Director, the complainant may submit a request for review in writing to the President of the program's board of directors. The President of the Soldier's Best Friend board of directors will evaluate the case and make the final decision.
 - Step Four: Should a satisfactory resolution of a complaint not be reached within the mechanism provided by Soldier's Best Friend (ADI Candidate: *applying February 2022*), the ADI Executive Director will receive a written complaint form from the complainant and recommend to Soldier's Best Friend that they make every attempt to resolve the situation. ADI does not have the investigative expertise or resources to mediate or resolve complaints. ADI does not judge the merits or attempts to resolve a complaint. ADI is concerned that the ADI Candidate program meets ADI standards, has a complaint policy, and practices a procedure that offers the complainant an avenue of appeal up the chain of command to the board of directors of Soldier's Best Friend.
- Information concerning a complainant's dispute should be confidential. Those who investigate a complaint may discuss it only with those individuals who have a "need to know" about it or who are needed to supply necessary background information or advice.



Soldier's Best Friend: Complaint Resolution Policy

Contact Information

For complaints about Veteran Services (applications, acceptance, screening, observations, veteran support, etc.), Training Program (processes, criteria, scheduling, etc.), Quality Control (evaluations, testings, etc.), or the Adoptions/ Foster Program (dog selection/ screening/ placement, vaccinations, licensing, fosters, behavior, etc.), please contact the Program Manager.

For complaints about the volunteer program, donor engagement, fundraising, events, vendors, and social media, please contact the Development Manager

For complaints as outlined in 'Step Three' please contact the Executive Director.

For complaints that are not resolved to the complainant's satisfaction by the Executive Director, please contact the Board of Directors President.

For complaints as outlined in 'Step Four,' please contact the Executive Director of Assistance Dogs International.