



## COMPLAINT PROCEDURES

Any and all complaints lodged by any participant, parent, legal guardian/representative, or provider of residential services will be taken seriously by Happiness Bag, Incorporated.

In the event a complaint is lodged by an individual against an employee of Happiness Bag, Incorporated the following procedure will be followed:

1. An investigation will be conducted by Jodi A. Moan, Executive Director of Happiness Bag, Incorporated. The investigation will consist of confidential interviews with both the individual lodging the complaint as well as the person whom the complaint is lodged against.
2. Every attempt will be made to meet with the individuals involved in the complaint within one (1) week of the report of the complaint.
3. Following review of the interviews a decision will be made regarding the complaint and all parties will be informed in writing.
4. Any individual that is not satisfied with the results of the Executive Director's decision and desires a second opinion may make a request, in writing, to the attention of the President of the Board of Directors. The matter will be investigated by the individuals comprising the Executive Board of Directors – to include the following: President, Vice President, Treasurer, and Secretary. The decision of the Executive Board will be final.