

## **General Complaints Policy**

### **Introduction**

This procedure is for any participant who wishes to raise a complaint or concern about any aspect of our operation or services. Complaints submitted under this procedure will be dealt with by the Chief Organizational Officer at Suiting Green, LLC.

We are committed to serving the interests of all participants and will do our best to resolve any problems with our services, or provide appropriate information or advice, as quickly as possible.

We value your contact with us and recognize that your complaints are an important source of information for improving our organization and our high level of service.

### **Rights and Responsibilities**

#### **We will:**

- Acknowledge receipt of your complaint within 5 (five) working days
- Let you know who is dealing with the matter and when you can expect to hear from us if it is not possible to give you a full response at that time
- Normally give you a full response within 10 (ten) working days of receipt of your complaint or a clear explanation as to why the matter will take longer to respond to
- Handle your complaint confidentially and only give people the information that is needed to carry out an investigation and make a full response
- Always be polite

#### **If you are making a complaint, you should:**

- Give us full details of your complaint in writing
- Deal sensitively with issues that involve other participants or staff, and not name them unless it is necessary
- Always be polite

### **How to Submit a Complaint**

Please send your complaint to:

- [mwood@suitinggreen.com](mailto:mwood@suitinggreen.com); or
- Suiting Green, LLC, 4427 Linwood Trace Lane, Clermont, FL 34711

### **Queries**

If you have any queries about using this procedure, please email [mwood@suitinggreen.com](mailto:mwood@suitinggreen.com) or telephone +1 (352) 432-8883.

*Last updated: 12 May 2021*