

STAR Institute Complaints Policy

STAR Institute aims to provide a high standard of care in all our services. Our client's views are important to us and help to ensure our services are consistently meeting people's needs. STAR Institute 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.

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

STAR Institute aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the services we provide. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

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 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

STAR Institute Complaints Procedure

Written complaints to STAR Institute may be sent to:
6911 S. Yosemite St., Centennial, CO 80112 or info@spdstar.org.

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