

CUSTOMER'S NAME

DATE OF THE CONCERN

Customer feedback is important. Customers may submit concerns or compliments using the form above. The process for receiving and following-up on concerns is outlined below:

1. The Customer completes the Concern/Compliment form and clearly states the issue
2. The Customer submits the form to the VP, HR in Anchorage
3. The VP, HR or designee logs the concern and clarifies all pertinent information.
4. The VP, HR determines or designee reviews and logs the issue
5. When applicable, the concern is initially investigated and documented by the VP, HR or designee
6. Before any actions are taken, the concern is discussed with all relevant parties to determine the proper course of action (including legal, as appropriate)
7. All actions are documented and taken based on the results of the investigation
8. The VP, HR or designee issues a response letter of completion to the Customer who initiated the concern and copies the OC/OD CEO

