

## GENERAL PUBLIC COMPLAINT PROCEDURE

As a certified non-profit organization, the Washington County Humane Society is committed to working with all of our supporters in a positive and proactive manner. Given our dependency on financial support from the community, we believe that our activities and organization must be as transparent as possible to allow for the full trust of the public.

We recognize that there may be an occasion which causes concern among those who have contact with our organization either through our staff members or volunteers. To that end, we have developed the following guidelines to ensure that we maintain positive relations within the community and its population.

### Policy/practice concerns:

We ask that if a policy or practice is of concern to a member of the general public, they contact our Executive Director at 262-677-4388 or [exec@wchspets.org](mailto:exec@wchspets.org) to discuss the matter. We believe that in most cases, the Director will be able to quickly clarify the matter and resolve any concerns. If after discussing the practice with the Director, concerns remain, the public is welcome to approach the Board of Directors via mail describing the issue and the discussion that was held with the Director. The letter must include contact information for the complainant. The Board will review the matter to determine if the Director's response was consistent with the shelters agreed upon practices. If so, no further action will be taken. If the Board feels there may have been a valid point of disagreement, they will contact the member of the public for possible further discussion.

### Personnel Concerns:

If the public has a concern with an individual who works for or is a volunteer for The Washington County Humane Society, we again ask that the first point of contact is with the Director, who has responsibility for all personnel within the organization. The Board will not review or discuss any personnel issues unless requested so by the Director.

If the public's issue is with the Director and her/his behavior or actions regarding the operation of the shelter, the public may contact the Board of Director's President via mail, providing full details of the issue at hand and also contact information so the Board may reach out to the individual.