

## Grievance Reporting Policy

Every LEARN customer – whether child or adult – should expect that any concern will be met with consideration, compassion and diligence from the LEARN team. Whenever possible, our team will address oral complaints in the least formal manner possible, striving to make our customer feel comfortable, valued and heard.

For formal complaints, customers will be encouraged to:

- Speak first to one of our front-line team members and clearly explain their complaint and communicate what they feel needs to occur for the complaint to be resolved.
- If the customer is uncomfortable discussing the complaint with a front-line team member, we encourage them to contact our Board Secretary at the following email address: [Secretary@Learn-ScienceAndMathClub.org](mailto:Secretary@Learn-ScienceAndMathClub.org). The Board will discuss the complaint with the relevant staff member(s) and reply promptly.
- The staff member(s) involved will promptly take all reasonable steps to bring a satisfactory resolution of the concern or complaint. We will make every effort to respond to the concern within ten working days.