

FORT FRANCES CHAMBER OF COMMERCE POLICY

Policy: Complaint	Date Issued: June 2004	Date Revised: July 2006
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Although it is not the mandate of the Fort Frances Chamber of Commerce, as the voice of business, it may be necessary from time to time to confidentially communicate to our members, complaints received from the general public.

All complaints must be received in writing with the name of the complainant and contact information including phone number and address.

All complaints received will be forwarded to the owner or manager of the business identified in a letter from the Chamber of Commerce.

The letter from the Chamber of Commerce will explain that we are not a body who addresses consumer complaints however, we have made our member aware of the concern and trust that they will remedy the problem accordingly. Reference to the Better Business Bureau will also be provided.