

CUSTOMER GRIEVANCE PROCEDURE

It is the goal of Economic Security Corporation of Southwest Area (ESC) to provide quality services. However, we realize that there are occasions where we fail to perform to that expectation. As a result, we have created a procedure for you to follow to voice your concern about a program or person who fails to provide that standard of quality.

Please understand that ESC operates numerous programs funded in whole or in part by various federal, state, or local sources. A majority of these funding sources have their own hearing/grievance procedures for their specific programs, and it may be necessary for you to file a complaint consistent with the procedures associated with that particular program for which you seek relief.

All other issues should be addressed as follows:

- Clients are encouraged to discuss the problem directly with the person representing the program you feel is failing to meet your need, even if the complaint is about the person that has assisted you.
- If you are not satisfied that the problem has been resolved, you are encouraged to speak with the employee's supervisor.
- If you are not satisfied with the supervisor's solution, ask to speak to the Director of Program Planning. He can be reached at (417) 781-0352, ext. 265.
- If you are still not satisfied, you may ask to speak with the agency's Chief Executive Officer. He can be reached at (417) 781-0352, ext. 214.
- Finally, if you have exhausted all these sources and you still do not believe that your concern has been addressed, please feel free to write to the President of our Board of Directors. That address is:

**President of the Board of Directors
Economic Security Corporation of Southwest Area
P.O. Box 207, 302 S. Joplin St.
Joplin, MO 64802**

We appreciate you sharing your concern with us so that we might be able to resolve it as quickly as possible.