



Responding to a Complaint

The following procedures are to be followed when responding to a complaint against Moore Thriving Communities:

Acknowledge the complaint within two business days.

Have the person who filed the complaint sign a release form allowing the board and others to discuss it as designated by the executive director.

The board will discuss the complaint and provide a response within five business days from the date of the complaint.

MTC will also take extra measures to look into why the complaint was made and how we can better inform the public so there is no further confusion.