Volunteers and participants are critical to the mission of the Amherst Survival Center. One way that the Amherst Survival Center supports volunteers and participants is through an effective system for collecting, documenting, and responding to their complaints or concerns. Discrimination or retaliation against or toward anyone for their part in presenting a complaint will not be tolerated. The policy of the Amherst Survival Center is to promptly review and respond to complaints and attempt to resolve them in accordance with the procedure described below.

The Amherst Survival Center will not respond to anonymous complaints. Complainants may enlist assistance in pursuing complaints, or if they are unable to obtain assistance, they may request the Amherst Survival Center to enlist someone on their behalf.

**General Feedback**
We welcome feedback, both positive and negative, from all members of our community. Your input helps us better respond to and more effectively serve our community. Feedback may be provided informally (such as talking to a staff member), or formally using our feedback and complaint form, which can be found at the Reception Desk or online at [https://amherstsurvival.org/asc-feedback-complaint-form/](https://amherstsurvival.org/asc-feedback-complaint-form/). We also welcome feedback via regular surveys and other means.

**The Complaint Process**
If you wish to file a complaint:

1. Submit the paper or electronic version of the Feedback & Complaint form as soon as is reasonably possible. The form can be found at the Reception Desk or online at [https://amherstsurvival.org/asc-feedback-complaint-form/](https://amherstsurvival.org/asc-feedback-complaint-form/).
2. Your feedback/complaint will be reviewed by the Program Director, and, if a response was requested, you will receive a response within a maximum of 14 days to schedule a follow up conversation.
   a. **If urgent action is needed**, notify the Program Director immediately, in addition to completing the form. Depending on the nature of the complaint, the complaint will be submitted for expedited resolution to an appropriate decision-maker for the earliest possible consideration and follow up.
3. After reviewing the response, if you are still unsatisfied, you may appeal the decision in writing to the to the Executive Director within 14 days of receiving a response from the Program Director. You may submit this appeal either electronically ([ED@amherstsurvival.org](mailto:ED@amherstsurvival.org)), in person at 138 Sunderland Road, North Amherst, or via mail at PO Box 9629, North Amherst, MA 01059. Similar to the initial Feedback & Complaint form, a formal appeal should include:
- A brief explanation of the problem and all relevant facts,
- Date and time of occurrence, if applicable,
- Names of those thought to be involved or who have relevant information,
- Detail as to why the Program Director’s response is unsatisfactory,
- Detail of the action or solution you are requesting (if applicable), and
- Complainant’s name and phone number, email, or address for reply.

4. The Executive Director shall respond in writing within 14 days of receiving the appeal.

5. If you are still unsatisfied, you may request in writing that your complaint be considered by the Resolution Committee of the Board of Directors. The Resolution Committee consists of the Vice President of the Board of Directors, a representative from the Governance Committee, and one other Board Member to be appointed by the Board President. Within 30 days of your request, the Resolution Committee will consider and act on the complaint. The Resolution Committee may, at its sole discretion, affirm or deny your request, choose to investigate further, or choose to refer the matter to the entire Board of Directors. The decision of the Resolution Committee or the entire Board is final.

Complaints regarding the Program Director or Executive Director:
1. If the complaint concerns behavior of the Program Director, the complainant may submit the paper feedback and complaint form directly to the Executive Director, or may submit a complaint electronically directly to the Executive Director including the above noted information (ED@amherstsurvival.org).
2. If the complaint concerns behavior of the Executive Director, the written complaint should be addressed directly to the Resolution Committee of the Board of Directors, care of the President of the Board of Directors, delivered in person at the Center or via mail at the above address.

Decision makers (Program Director, Executive Director, Resolution Committee of the Board, and the entire Board), as applicable, may, at their discretion, interview the complainant and/or witnesses, review documents, or undertake any other investigation that they deem useful in connection with the complaint process.

Anyone reporting a complaint must act in good faith and have reasonable grounds for believing the information on which the complaint is based. The act of making deliberate falsehoods in connection with the complaint process undermines the efficacy of the complaint process, therefore, volunteers and participants are asked to refrain from making false statements or claims when filing complaints or participating in the complaint resolution process.
All participants, volunteers, and other community members are welcome to use this feedback and complaint process. It is our policy that the Amherst Survival Center will not retaliate or discriminate in any way against a complainant.

Thank you for being a part of the Amherst Survival Center community.