

# AKFC Complaints Policy

*(Adopted by the AKFC National Committee on November 2, 2013)*

AKFC will respond promptly to a complaint from the public about any matter that is addressed in its policies. Complaints will be directed to the Director of Operations and Resource Development who will attempt to satisfy the complainant's concerns in the first instance or involve another member of the Senior Management team for resolution.

A complainant who remains dissatisfied will be informed that he/she may appeal to the CEO; should a mutually agreeable resolution not be found, the individual will be encouraged to appeal, in writing, to AKFC's National Committee and will be advised in writing of the disposition of the appeal.

A more detailed procedure for handling complaints will be developed by management. AKFC's National Committee will be informed at least annually of the number, type and disposition of complaints received (if any).