

Toomey & Associates, Inc. and Feeding Fundamentals, LLC view complaints as an opportunity to learn and improve future programs and resources, as well as a chance to put things right for the person or organization that has made the complaint.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
- Ensure everyone at Toomey & Associates, Inc. and Feeding Fundamentals, LLC knows what to do if a complaint is received
- Ensure all complaints are investigated fairly and in a timely manner
- Ensure all complaints are resolved whenever possible and that relationships are repaired
- Gather information which helps us to improve our programs and services

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Toomey & Associates, Inc. and Feeding Fundamentals, LLC

- Complaints may come from clients, program/event attendees or registrants, members, or donors of Toomey & Associates, Inc. or Feeding Fundamentals, LLC
- A complaint can be received verbally, by phone, by e-mail or by mail.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Feeding Fundamentals, LLC - Complaints Procedure

Written complaints to Feeding Fundamentals, LLC may be sent to:

1602 Atwood Street

Longmont, CO 80501

Verbal complaints may be made by phone to (720) 320-5757 or in person to any of the Feeding Fundamentals, LLC staff.

Verbal complaints will be recorded and may be shared with other internal staff depending on the nature of the complaint.

Complaints that are unable to be resolved immediately will be delegated to the appropriate person for further investigation and appropriate action. It is our policy to ensure all complaints are investigated fairly and in a timely manner.

Complaints must be received in writing or verbally within 10 days of the end of the conference.