

Hudson STEM Alliance

Complaint / Suggestion Protocol

The Board of Directors is always open to constructive criticism and suggestions for improving the programs we offer. To ensure that any complaint/suggestion that arises is dealt with fairly and efficiently, all will be managed pursuant to the terms of this policy.

In the case of input received via social media (e.g., Facebook, LinkedIn, Twitter, etc.) and due to the immediacy and transient nature of these issues, the VP of Communications will be charged with responding on behalf of HSA and recording the pertinent details of the interaction. Details will be shared with other board members as the VP of Communications deems necessary. More substantive unsolicited input, however, warrants a thorough review by the Board in light of the 501(c)(3) status of the organization. The Board is obligated to evaluate said input in the context of the Code of Regulations, Conflict of Interest Policy and Mission prior to consideration. Evaluation of said input will be led and coordinated by the VP of Policy and the Policy Committee as follows:

1. Any Officer who is contacted by an interested party in an effort to provide specific substantive input for consideration by the Board will instruct said individual to contact the VP of Policy directly.
2. The VP of Policy will discuss the situation with the party, gathering the necessary background information.
3. If the VP of Policy determines that the complaint/suggestion pertains directly to services offered by HSA and falls within the organization's responsibility, the VP of Policy will consult with the relevant Officer(s) to fashion a response for consideration and subsequent approval by a simple majority of the Board.

Upon approval, the response will be provided to the relevant party(ies) on HSA letterhead under the signature of the VP of Policy. It will be delivered via e-mail as a pdf attachment and kept on file for future reference by the Board. The timeframe from receipt of the initial input to response will ideally be less than 14 days.

If the VP of Policy determines that the input is not the responsibility of HSA, contact information for the person and/or organization to whom the input should be sent will be provided to the complainant if possible. The VP of Policy will document this response.

VP of Policy Contact Information:

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