

## Complaint Protocol

1. Complaints must be written and reported to the Director of the Mediation Center promptly.
2. The Director shall promptly investigate any complaints and shall take action he/she deems appropriate, within sixty days of the receipt of the complaint.
3. If the complaint concerns the Director, the Board of Directors shall investigate the complaint and shall take action deemed appropriate within sixty days of the receipt of the complaint.
4. The Director shall inform the Board of Directors of all complaints received, of the results of any investigation, and of any action taken.
5. If the complaint alleges a potential violation of criminal laws, the Director shall promptly notify the appropriate law enforcement agency.
6. If the complaint alleges a potential claim that may lead to civil liability against the Director, any Mediator, a member of the Board of Directors, or against the Southwest Iowa Mediation Center itself, the Director shall promptly notify the liability insurance carrier for the Center.
7. All documentation pertaining to any complaint, to the investigation of the complaint, or to the action taken as a result of the complaint shall be maintained for a minimum of three years from the date the complaint is received.
8. All complaints, the investigation thereof, and any action taken as a result of the complaint shall be confidential, unless disclosure is expressly authorized by the Board of Directors or is mandated by statute.