

KOOTENAI ELECTRIC COOPERATIVE, INC.

Policy No. 3-1

- I. SUBJECT: Escalating Member Communications
- II. OBJECTIVE:
 - A. To establish a uniform and consistent basis upon which substantive member complaints and/or compliments are handled.
 - B. To ensure clear communication channels exist among members, the KEC Board of Directors and KEC's management team.
- III. POLICY:
 - A. The Cooperative will acknowledge member complaints and/or compliments in a professional and timely manner.
 - B. Every effort shall be made to work toward an amicable resolution to the member's problem within the bounds of prevailing cooperative policies, procedures and sound business judgment.
 - C. The Board of Directors shall be routinely apprised of substantive complaints and/or compliments.
- IV. RESPONSIBILITY:
 - A. It shall be the responsibility of the General Manager or his designee to assure compliance with this policy.
 - B. It shall be the duty of the General Manager to report semi-annually to the Board with regard to trends and conditions in this area.

Adopted: 11/20/80
Effective: 01/01/81
Amended: 06/26/97
04/26/12

Attested: _____
Secretary