

# Audubon Naturalist Society

## **ANS Program Participant Complaint Procedure April 2008**

The Audubon Naturalist Society is committed to addressing problems when they occur. Program participants are encouraged to bring problems or concerns of any kind directly to the staff member in charge of the program. Staff members will try to resolve the problem immediately, or as soon as is reasonably possible. If staff is unable to do so, they are expected to bring the problem to the attention of their immediate supervisor or member of the Senior Management Team who will take responsibility for seeking a resolution. Program participants are welcome to bring unresolved problems or concerns to the attention of the Executive Director. The Executive Director's decision on resolution of the problem is final.