

Member Complaint Process

1. All complaint calls should be directed to the Office Manager.
2. The Office Manager should inform the complainant that there is a form that needs to be filled out. Once the form is filled out it can be turned in to the office either in person, by mail, or by email. The form will be turned over to the Steering Committee Board Members. The Office Manager should then tell the complainant that they will be contacted by the Committee Chair.
3. The Steering Committee will review the complaint.
4. If the Steering Committee thinks that the complaint can be handled by educating the complainant, a list of A.A. literature will be supplied to the complainant.
5. If the issue cannot be solved by literature the Steering Committee Chairperson will contact the complainant to invite them to a Steering Committee meeting to discuss the complaint.
6. If the Board decides that the Group being complained about should be addressed, the Steering Committee will invite a representative of said group to the Steering Committee meeting to present the complaint.
7. After the Steering Committee has met with the group representative, the Steering Committee Board Members will determine what course of action if any to take.
8. Once a course of action has been determined by the Board, the Committee Chair Person will contact the group representative and inform him/her of the action the Steering committee is going to take. If the Steering Committee determines there isn't anything that they can do, all parties will be notified with the results.

Complaint Form

Return to:

Agua Fria Intergroup

9164 N. 43rd Ave. Glendale, AZ 85302

Fax: 623-915-0299

Email: afiinfo@aol.com

Name:

Homegroup:

Date:

Problem:

Signature (OK to type in if submitting on line):

Phone Number: