

# Montana Agricultural Business Association Policy Manual

Policy Issue: Member Complaints

Policy Number: 17-001

Date Adopted: June 27, 2017

Date Amended:

It is the policy of the Montana Agricultural Business Association to address complaints raised by members in a timely and efficient manner.

Members may raise an issue or a concern with any board member or by submitting the complaint form which will be available on the MABA website. Upon receipt of the complaint the board member shall:

- (1) Provide a copy of the complaint form (attached) to the member so that they can fully describe their concerns.
- (2) Notify the board and executive director that the board member has received a complaint, the general nature of the complaint, and that a complaint form has been provided to the member.
- (3) Upon receipt of the complaint form, the executive director shall provide a copy via email to all board members.
- (4) The complaint will be addressed within 30 days of receipt. Meetings to address complaints may be in person or via teleconference or web conference.
- (5) Upon notice from the board on when the complaint will be addressed the executive director shall notify the member filing the complaint of the date and location of the meeting where the complaint will be addressed.
- (6) The board shall determine how to address the complaint. The Board minutes shall reflect the final resolution of the complaint.
- (7) The executive director shall provide a copy of the minutes outlining the solution to the member filing the complaint.

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MEMBER COMPLAINT FORM

SUBMIT FORM TO: [mabamgea@gmail.com](mailto:mabamgea@gmail.com) or PO Box 7325, Helena, MT 59604

Member Name:	
Membership Location:	
Address:	
Email:	
Telephone:	
Issue or Complaint:	
Proposed Solution:	

For Office Use:

Date Received		Date Resolved		Resolution Notification	
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Resolution: