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	Attested:	
Effective:	01/01/81	Secretary	
Amended:	06/26/97		
	04/26/12		