**ASBDC COMPLAINT PROCEDURES**

**Double Mountain Outreach Services**

Please follow the instructions below to file a complaint with Double Mountain Outreach Services.

1. All complaints made will be answered or acknowledged by ASBDC in writing.
2. In order for ASBDC to respond in writing, all complainants must provide name, address and phone number. (Form attached)
3. Complaint will be accepted in writing. Anonymous complaints are not accepted.
4. Complaints should be addressed the Executive Director of ASBDC, Cherry Pittcock. If Ms. Pittcock is not available, complaints will be routed to the Assistant Director Patti Sedberry

**All complaints should be directed to the following address:**

**Aspermont Small Business Development Center, Inc.**

**9660 U.S. Hwy 83 S**

**Aspermont, Texas 79502**

**cpittcock@gmail.com or** **patti.sedberry@srcaccess.net**

**940-989-3538**

ASBDC, Inc.

DOUBLE MOUNTAIN COACH/DOUBLE MOUNTAIN OUTREACH SERVICES

COMPLAINT FORM

Date complaint submitted \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Complaint

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Signature Date

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ASBDC Staff Receiving form Date