**ASBDC COMPLAINT PROCEDURES**

**Double Mountain Coach or Double Mountain Outreach Services**

In the event of a complaint, the complainant should complete the Complaint Form and return it to ASBDC, Inc. All complaints must be signed. Once ASBDC receives the complaint, a thorough investigation will then be conducted. Once the investigation is completed, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than ten days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the funding source offices within five working days of final investigation. A copy of the complaint and outcome will be kept on file at the ASBDC, Inc. office.

In the event, the complainant is not satisfied with the decision and action taken by ASBDC, the complainant shall notify the Executive Director in writing. The Executive Director will review all information regarding the complaint and shall have the discretion to bring the complaint before the ASBDC, Inc., Executive Committee. The Executive Director shall inform the complainant in writing of the findings and action to be taken regarding complaint. This response will be issued no later than ten days after the Executive Director receives the complaint.

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

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

**Executive Director**

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

**Aspermont, Texas 79502**

**asbdc@srcaccess.net**

**940-989-3538**

ASBDC, Inc.

DOUBLE MOUNTAIN COACH/DOUBLE MOUNTAIN OUTREACH SERVICES

COMPLAINT FORM

Americans With Disabilities (ADA)-related YES NO

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

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Complaint

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Signature Date

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ASBDC Staff Receiving form Date