

Section 23 COMPLAINTS (20.2(4) y)

23.1 Member-Consumer Complaints

Member-consumer complaints received by mail, telephone or in person shall be acted upon promptly. Telephone number (641) 628-1040 or 800-619-1040 is answered continuously for the handling of problems or complaints of an emergency nature.

Telephone number (641) 628-1040 or 800-619-1040 is answered 7:30 A.M. to 4:30 P.M., Monday through Friday, to handle routine business complaints and other communications.

Upon receipt of a complaint, it shall be promptly transmitted to the department assigned to handle complaints of such nature. Such action as necessary to resolve the problem shall be made promptly by mail, telephone or personal contact.

Member-consumers unable to travel will not be denied the right to be heard. Provision is made for Cooperative personnel to contact member-consumers at their residence in the assigned service area during regular working hours.

23.2 Records

Records concerning resolution of routine service problems and complaints shall be filed in the member-consumer's personal file at the Cooperative Headquarters Office.

Records concerning resolution of complaints of major consequences shall be filed in a complaint file maintained at the Cooperative Headquarters Office.

In case the complaint cannot be resolved, the member-consumer or the Cooperative can refer the problem to the Iowa Utilities Board for resolution of the issues.