Complaint Policy

Any person may file a formal complaint to TRIPP Foundation. Complaints may include, but are not limited to, referral practices, inappropriate conduct, inequities in service provision. It is the responsibility of the TRIPP Foundation Board of Directors to manage and provide responses to formal complaints.

TRIPP Foundation encourages persons with complaints to seek informal resolution of their complaints prior to initiating a formal process.

**Procedures for formal complaints:**

1. To initiate a formal complaint, one must provide a written, signed and dated statement and provide full contact information of the person submitting the complaint.
2. Complaints must be submitted either by email to [trippfoundation@gmail.com](mailto:trippfoundation@gmail.com) or by mail to PO BOX 726, Bettendorf, IA 52722.
3. Formal complaints will be reviewed upon receipt by the Board of Directors. Complaints may require meetings or hearings with the complaining party. The person submitting the complaint will receive a response or update on its status within 60 days. All effort will be made to provide timely responses to time sensitive complaints.

For questions or additional information please email trippfoundation@gmail.com.