



## **Member Complaint Procedure**

Because your Cooperative exists to serve you, our member-owner, Cooperative policies are designed to provide the best service to the most members at the lowest, practical cost. Part of this service uses an established member complaint procedure that includes local and toll-free telephone numbers, which you can find here, to make it easier for you to make inquiries or register complaints. Our complete member complaint procedure is on file at all four Cooperative offices. In addition, should you want to request a personal consultation, designated personnel are always available during regular business hours to receive inquiries.