

**FEEDBACK – SUGGESTIONS – COMPLAINTS**

**Pathfinder is a service company, improving our services is all of our responsibility.**

**We want your input, both positive and negative.**

**First and foremost is building an image based on professionalism and quality service. This means respecting the dignity and rights of fellow workers, clients, and members of the community.**

**Any and all concerns about our services; your welfare; potential threats; procedural infractions; inappropriate or disrespectful behavior; sexual, religious, or cultural harassment; or personal issues should be reported to your immediate supervisor without delay. If needed, you have the right to make the report up the chain of command.**

**You are encouraged to raise issues of concern at the monthly derbar meetings.**

**You can also report feedback, complaints, and suggestions by telephone or electronically:**

**0331-9999-030 (request GM RCS)**

**<http://www.smsp.ko/feedback.php>**

**All complaints will be handled to protect the privacy and confidentiality of the submitter.**