



FACP Survey ReportSurvey: **Thursday Survey - 3/5/15**Total Responses: **49****Please select all that apply:****We refer all complaints to the Better Business Bureau**

Answer	Votes	%	Graph
Checked	22	44.8%	
Unchecked	27	55.1%	



We refer all complaints to the consumer protection office

Answer	Votes	%	Graph
Checked	6	12.2%	
Unchecked	43	87.7%	

We have a form letter/response that we send to the person filing the complaint

Answer	Votes	%	Graph
Checked	8	16.3%	
Unchecked	41	83.6%	

We have a form letter/response that we send to the member against whom the complaint was filed

Answer	Votes	%	Graph
Checked	10	20.4%	
Unchecked	39	79.5%	

We have no policy in place for dealing with complaints about members

Answer	Votes	%	Graph
Checked	13	26.5%	
Unchecked	36	73.4%	

Other

Answer	Votes	%	Graph
Checked	12	24.4%	
Unchecked	37	75.5%	

If you selected "Other" as a response for the previous question, please elaborate.[Quick View Details](#)

If your chamber has a written policy for handling complaints against members and/or a sample response/letter(s) that you would be willing to share, please email the document(s) to director@facponline.com. Thank you in advance!