

Board Policy Type: Executive Limitations

Policy Title: Treatment of Consumers

With respect to interactions with consumers or those applying to be consumers, the Executive Director shall not:

Executive Director's Interpretation

"Interactions is any form of engagement with consumers.

"Consumer" is an individual or organization paying for service/s.

"Applying to be Consumers" are individuals or organizations considering paying for service/s.

Means of Measuring Executive Director's Compliance of His Interpretations

The Executive Director shall maintain a written log of consumer complaints and offer the Board of Directors an annual summary of the number and general nature of complaints.

1. Cause or allow conditions, procedures, or decisions that violate the biblical standards of neighbor;

Executive Director's Interpretation

"Cause" are actions the Executive Director initiates.

"Allow" are elements the Executive Director permits by a staff member or volunteer.

"Biblical Standards" as contained in the Old and New Testaments.

"Neighbor" includes a right relationship with one another (believer, non-believer, enemy) within the context of love the Lord your God and your neighbor as yourself.

Means of Measuring Executive Director's Compliance of His Interpretations

Executive Director maintains organizational compliance primarily through codified procedures to guide decisions and ensure conditions advance organizational culture.

2. Fail to provide a policy and procedure to address consumer grievances;

Executive Director's Interpretation

"Policy and Procedure" guide the entire organization and should be composed to ensure sustainable relationships with our clients.

"Consumer Grievances" imply unsatisfactory conditions and relationships with our customers.

Means of Measuring Executive Director's Compliance of His Interpretations

The Executive Director shall annual provide a copy of the policy to the Board of Directors.

3. Fail to provide a procedure that mirrors biblical teaching on conflict resolution to address consumer grievances (Matthew 18:15-20).

Executive Director's Interpretation

"grievances" refers to expressions by consumers who have been offended or treated unfairly by another person in the organization.

Means of Measuring Executive Director's Compliance of His Interpretations

The Executive Director shall annually provide a copy of the policy to the Board of Directors.