

COMPLAINT POLICY

Introduction

We are committed to ensuring a positive experience for all conference attendees. We take all complaints seriously and strive to resolve any issues promptly and effectively. This policy outlines the procedures for lodging a complaint and how it will be addressed.

Policy Statement

We are dedicated to maintaining a high standard of service and support. We encourage attendees to provide feedback and report any concerns or complaints. All complaints will be treated with respect and confidentiality.

Procedure for Filing a Complaint

1. Submission:

- Complaints should be submitted in writing via email to the conference's complaint resolution team at carrie@acn-sa.org.
- Alternatively, complaints can be submitted through the conference survey form, which will be open October 3, 2025. Participants can detail their complaint in the additional information session with the label "COMPLAINT."

2. Information Required:

- Full name and contact information of the complainant
- Detailed description of the issue, including relevant dates, times, and any supporting documentation
- Any steps already taken to resolve the issue

Response and Resolution

1. Acknowledgment:

- Complaints will be acknowledged within 3 business days of receipt.

2. Investigation:

- The complaint resolution team will investigate the issue, which may involve gathering additional information or speaking with relevant parties.

3. Resolution:

- A formal response will be provided within 14 business days. If more time is needed, the complainant will be informed of the delay and the reasons for it.
- Efforts will be made to resolve the complaint to the satisfaction of all parties involved.

Confidentiality

All complaints will be handled confidentially, and information will only be shared with individuals directly

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involved in the resolution process.

Contact Information

For questions or to submit a complaint, please contact:

Complaint Resolution Team

Email: carrie@acn-sa.org

Phone: 210-435-1000

We value your feedback and are committed to addressing any issues to improve our conference experience.