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August 19, 2020

Applicability: Board and Management

## **BOARD AND MANAGEMENT POLICY NO. 501 MEMBER COMPLAINTS**

### **I. PURPOSE**

To establish a procedure to hear, decide, and resolve, in a fair and prompt manner, complaints from members.

### **II. PROCEDURE**

#### **A. Authority**

Pursuant to MD Corp & Assn Code § 5-640 (2020), complaints by members of a Member-Regulated Cooperative shall be heard, decided, and resolved by the Cooperative's Board of Directors (hereinafter, "Board").

#### **B. Informal Complaint Process**

1. A member wishing to submit an informal complaint shall submit the form attached as Appendix A according to the instructions provided on the form.
2. The Cooperative will review the information, investigate the issue, and respond to the member.
3. The decision made under the informal complaint process is binding on the Member-Regulated Cooperative.

#### **C. Formal Complaint Process**

1. A member may choose to submit a formal complaint without first filing an informal complaint. If a member contacts the Cooperative with a complaint, in a manner other than described herein, the Cooperative will make reasonable efforts to document and respond to the complaint in the manner described in this policy.
2. To initiate, the member shall document, in writing, a formal complaint containing the following information:
  - a. Member name
  - b. Member address and service location
  - c. Account number
  - d. Description of the issue
  - e. Remedy requested
3. The member shall submit a hard copy of the formal complaint to:

Choptank Electric Cooperative, Inc.  
Attn: General Counsel

P.O. Box 430  
Denton, MD 21629

4. The complaint shall be reviewed and investigated by the President & CEO or his designee.
  5. The Cooperative shall provide the member with a written response stating the reason(s) for the Cooperative's decision.
  6. If the member is not satisfied with the Cooperative's decision, the member may request in writing to have the complaint and response reviewed by the Board of Directors. This request shall be submitted to the General Counsel using the address provided above.
  7. Following the Board's review, the Cooperative shall provide the member with a written response stating the reason(s) for the Board's decision.
  8. The decision made under the formal complaint process is binding on the Member-Regulated Cooperative.
- D. Additional Remedies Available. If the member rejects the decision resulting from either the informal or formal complaint process, the member is free to pursue any other remedy authorized by law.
- E. Publication. The Cooperative shall make this policy publicly available on its website.

### III. RESPONSIBILITY

- A. The President & CEO is responsible for administering this policy.
- B. The Member Services department shall have primary responsibility for responding to informal complaints.
- C. The General Counsel shall have primary responsibility for responding to formal complaints.

This policy supersedes all previous versions of the policy and all other instructions dated prior to this policy and in conflict with its provisions.

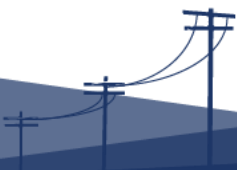


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Jeffrey D. Rathell, Sr.  
Chairman

### REVISION HISTORY

Revision Number	Effective Date	Description of Changes
1	8/19/20	New document.



**APPENDIX A  
INFORMAL COMPLAINT FORM**

**Instructions:**

- 1) Complete all sections of the form. Legibly handwritten or typed responses are acceptable.
- 2) Submit completed form via email to [Complaints@choptankelectric.coop](mailto:Complaints@choptankelectric.coop)  
OR via mail to:  
Choptank Electric Cooperative, Inc.  
Attn: General Counsel  
P.O. Box 430  
Denton, MD 21629

**Member Information**

Name: \_\_\_\_\_  
Account number: \_\_\_\_\_  
Meter number: \_\_\_\_\_  
Billing address: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Service location: \_\_\_\_\_

**Complaint**

Describe the incident or circumstances leading to this complaint, along with the remedy requested:

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(attach additional pages if necessary)

I hereby certify that the information provided is true and correct to the best of my knowledge.

Member signature: \_\_\_\_\_  
Member name (printed): \_\_\_\_\_  
Date: \_\_\_\_\_

