



Shoreline Chamber of Commerce Complaint Resolution Process

Purpose:

The Shoreline Chamber of Commerce is committed to upholding its Inclusion & Ethics Policy and ensuring that concerns regarding violations are addressed in a fair, transparent, and efficient manner.

Submitting a Complaint:

1. Complaints must be submitted in writing via online form or via email to info@shorelinechamber.org.
2. Complaints should include specific details, including the nature of the issue, date, involved parties, and any supporting documentation.
3. Complaints may be submitted anonymously; however, providing contact information may assist in a more thorough resolution process.

Review & Investigation:

1. Upon receipt, the Chamber will acknowledge the complaint within ten (10) business days.
2. The complaint will be reviewed by a designated committee, which may include members of the Executive Board and other impartial representatives.
3. If needed, the committee will reach out to involved parties for additional information or clarification.
4. The committee will conduct a thorough review to determine if the complaint falls within the scope of the Inclusion & Ethics Policy.

Resolution & Actions:

1. If a violation is found, appropriate corrective actions will be determined, which may include mediation, education, or disciplinary action up to and including suspension or removal from Chamber membership.
2. If no violation is found, the complainant will be informed, along with an explanation of the decision.



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3. Both parties will be notified of the resolution within 30 days of the initial complaint submission, whenever possible.

Confidentiality & Fairness:

1. All complaints will be handled with the highest level of confidentiality to protect all involved parties.
2. The process will be conducted in a fair and impartial manner, free from retaliation or bias.
3. Any conflicts of interest will be disclosed, and affected individuals will recuse themselves from the resolution process.

Appeals:

1. If a party is unsatisfied with the resolution, they may request an appeal within 10 business days of the decision.
2. Appeals will be reviewed by a separate Chamber representative or committee to ensure fairness.
3. A final decision will be made within 20 business days of receiving the appeal request.

The Chamber remains committed to fostering a business community that is inclusive, ethical, and respectful for all members and stakeholders.