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#7 Consumer Complaints

| **Assessment**  **Procedure**  **Number** | **ALTA Best Practices Framework: Assessment Procedures** | Assessment Recap |
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|  | **ALTA Best Practice 7**  **Adopt and maintain written procedures for resolving consumer complaints.** | ***Overall Assessment Recap: If any individual procedure marked with an asterisk FAILS, Best Practice 7 FAILS.*** |
| 7.01\* | Obtain written policies and procedures for tracking and resolving consumer complaints. Verify that the following are included:   1. A standard complaint form is utilized that identifies information that connects the complaint to a specific transaction and provides information to understand the nature and scope of the complaint. 2. A single point of contact and/or department has been established for consumer complaints. 3. Procedures have been established for forwarding complaints to appropriate personnel. 4. A written log of consumer complaints is maintained that includes whether resolution is necessary and how resolved. | PASS / FAIL  If no written procedures or written procedures do not include all sub-procedures, Procedure 7.01 FAILS. |
| 7.02\* | Obtain the consumer complaints log for a period of 1 year immediately preceding the assessment and verify that the Company followed the procedural guidelines for addressing complaints.  Sample Selection: Select 25% of the complaints. The sample should contain a minimum of 3 and a maximum of 25. | PASS / FAIL  If 10% or more of items tested FAIL, Procedure 7.02 FAILS. |