Operation Lifeline Inc. COMPLAINT/APPEAL PROCEDURES ARE AS FOLLOWS:

In the event of a Complaint/Appeal, the complaint/appeal shall first be heard by:

Erick Saks, Executive Director

Erick can be reached at:
erick@oplifeline.org

Should the first designated party be unable to resolve the difficulty, the second complaint/appeal will be heard by:

Lori Chapman, Board Secretary

Lori can be reached at:
lori@oplifeline.org

Should the second level complaint/appeal be unable to resolve the difficulty, the final hearing will be held by:

Marshall Buford, Board Chairman

Marshall can be reached at:
marshall@oplifeline.org

All complaints received by the department will be acknowledged within 30 days of receipt and will be referred to the Recipient.

I acknowledge & understand the complaint/appeal procedures and have received a copy of the procedures for my record.

Signature of Client **Date**