

Section:	NDR-5 Non-Dues Revenue	Approval Date:	9/28/2018
Policy:	NDR-5.9 Customer Satisfaction	Latest Revision:	

NDR-5.9 Customer Satisfaction

5.9.1 Purpose

In the interest of best management practices and providing quality customer service, the Association guarantees satisfaction with the products and the conference/event registrations it sells.

5.9.2 Credit/Refund

Customers who are dissatisfied with a product or the quality of an Association conference/event should lodge a complaint with the Association within 30 days of purchase or attendance. Upon receipt of the complaint, staff will make every effort to satisfy the customer by solving the problem, or if that is not possible, by offering a credit toward a future product or conference/event registration. If this resolution is not satisfactory, the Association will issue a cash refund to the customer. Each situation will be evaluated on its individual merit. Records of all such transactions will be maintained in the Association's files for a time frame consistent with the Document Retention Schedule set forth in Policy 4.6.6.

References:

Previous Board Policy G.17.

See Administrative Procedure: *To be determined.*

Revision History:

Revision Date	Description of Changes	Requested By
9/28/2018	Initial Release	ACWA Staff and Governance Workgroup

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