

## External Appeal Policy

Community Futures Centre West is an independent not-for-profit corporation led by a volunteer Board of Directors. The local Board of Directors has final authority for all decisions.

In an effort to safeguard all efforts are made to ensure our clients are served in a fair and professional manner, the Board of Directors will ensure the corporation provides clients with access to an appeal process.

In addition, where a client requests an independent review of the decision relating to the loan application, the Board of Directors will ensure the corporation provides the client with timely access to a process of external appeal provided in Alberta through the South Region's Appeal/Redress Committee.

The role of the South Region's Appeal/Redress Committee is to provide an external and independent review of Community Futures Centre West's decision making and internal review processes. The Board of Community Futures Centre West maintains all final authority for all decisions.

### Approval & Amendments

Lending Policy Document	Date	Approved at Meeting Date
Approval	March 25, 2015	March 25, 2015
Amendment 1		
Amendment 2		
Amendment 3		



Chair



SIRC Chair