

COMPLAINTS?

What is a complaint? A situation that is not quickly resolvable.

Your rights: You have a **right** to make a complaint about situations you have experience as a consumer, potential consumer or a representative of a consumer.

Filing a complaint: If you would like someone to investigate your complaint, you may make a complaint by **telephone, in-person, or in-writing**. Completing the Consumer Complaint/Grievance Form is *optional*.

Confidentiality: To ensure confidentiality of the information you are providing, please submit your completed form to any **Suggestion Drop Box** or use the **pre-addressed envelopes** (postage required).

Need help? Please contact the **Garibaldi “Gary” Famisaran** at **671-647-5422** if you wish to make the complaint by telephone, need help completing the form or have any questions.

Remember, if you are not satisfied with the manner in which GBHWC handles a complaint, you may also address your complaint to Guam Legal Services.

GBHWC will **not** discriminate or retaliate against you because of a complaint