

COMPLAINT PROCESS

If you are unsatisfied in any way, you have the right to freely voice your grievances and recommend changes in our care or services without fear of reprisal. You can call Vital Milk and speak with a customer service representative during our office hours. All complaints will be reported to the owner, Dawn Kennedy, who will review the complaint within 5 working days and attempt to resolve the complaint. The information is then documented on a complaint summary and if unresolved, a written response is sent within 14 days. All complaints will be kept confidential. In the event your complaint remains unresolved you may file a complaint with our accrediting organization:

Board of Certification/Accreditation
10461 Mill Run Circle, Suite 1250
Owings Mills, Maryland 21117
Phone: 877.776.2200
Fax No.: 410.581.6228
<https://www.bocusa.org/contact-us>