**Loan Redress Policy**

Community Futures Capital Region 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.

Our office will make all efforts to ensure our clients are served in a fair and professional manner, the Board of Director will ensure the corporation provides clients with access to an appeal process.

Clients are directed to contact the General Manager to initiate a redress of a loan application within 10 business days of being communicated the initial decision of the Investment Review Committee.

Policy Approved

March 2015