When a staff member is unable to handle a customer complaint to the customer’s satisfaction they should pass the customer on to their supervisor or Person-In-Charge. In the event the supervisor is not able to satisfy the customer or if at any point the customer wants to speak to someone else, the following staff members should be contacted in this order:

1. **Immediate Supervisor**
2. **Person-In-Charge (PIC)**

**719-289-1000**

1. **Janina Goodwin**

Rawlings Manager

**X618**

Work phone: **562-5618** (may provide to customer)

Cell Phone: **719-217-1360** (for staff use only)

1. **Sara Rose**

Chief Operating Officer

**X627**

Work phone: **562-5627** (may provide to customer)

Cell phone: **719-406-5915** (for staff use only)

1. **Jon Walker**

Executive Director

**X625 or X633** Jane Carlsen, Executive Assistant

Work phone: 562-5625 (may provide to customer)

Cell phone: 251-0041 (for staff use only)