

At Stacy Reuille-Dupont, LLC we are committed to providing exceptional services and maintaining a professional, respectful, and supportive environment for our clients and team members. We recognize that concerns may arise, and we value feedback as an opportunity to improve. This policy outlines the process for addressing complaints promptly, fairly, and transparently.

## 1. Guiding Principles at Stacy Reuille-Dupont, LLC

- **Respect and Confidentiality:** All complaints will be handled respectfully, professionally, and confidentially.
- **Timeliness:** We aim to resolve complaints as quickly as possible while ensuring a thorough process.
- **Fairness:** Each complaint will be assessed impartially, with an opportunity for all parties involved to share their perspective.
- **Continuous Improvement:** Feedback is viewed as an opportunity to enhance our services and procedures.

## 2. Submitting a Complaint

If you have a concern, please follow these steps:

### 1. *Informal Resolution (Optional):*

- If appropriate, address your concern directly with the staff member involved. Often, clear communication can resolve misunderstandings or minor issues.

### 2. *Formal Complaint Submission:*

- If the issue remains unresolved or is more serious in nature, submit a formal complaint using one of the following methods:

- **Direct Email or Online Form:** Send your complaint to [bu@studiob.life](mailto:bu@studiob.life) or through our contact form at: <https://studiob.life/contact/>. This email and form go directly to my program administrator Jessica Stockton. She then triages the complaint and determines the appropriate person to handle the feedback.

- **Phone:** Call our main office at 1-970-422-1761 and request to speak with a manager.

- **In-Person:** Visit our clinic in person and fill out a complaint form at the front desk.

Stacy Reuille-Dupont, LLC  
1970 E 3rd Ave  
Suite 101  
Durango, CO 81301

If there is a conflict of interest with Dr. Stacy Reuille-Dupont, the complaint will be handled by Dr. Megan Oberholtzer who is a member of the advisory board.

**•*Required Information for Complaints:***

- Your name and contact information
- A description of the issue, including relevant details (dates, services, staff involved)
- Your desired outcome or resolution

### **3. Complaint Review Process**

#### **1. Acknowledgment:**

- You will receive confirmation of your complaint within 3 business days of submission.

#### **2. Investigation:**

- A designated manager or director will review the complaint, gather details, and, if needed, speak with the involved parties.
- If additional time is required for the investigation, you will be notified and provided with an updated timeline.

#### **3. Resolution:**

- Once the investigation is complete, you will receive a written or verbal response outlining the findings, any corrective actions, or the resolution offered.

#### **4. Escalation**

If you are dissatisfied with the resolution, you may request a further review by Stacy Reuille-Dupont, LLC's leadership team.

Submit your escalation request in writing to [bu@studiob.life](mailto:bu@studiob.life) or call or office at: 1-970-422-1761 to discuss your concerns.

### **5. Record-Keeping**

- All complaints, investigations, and resolutions will be documented and stored securely for quality assurance and future reference.

### **6. Continuous Improvement**

- Complaints are reviewed regularly to identify trends and implement improvements in policies, procedures, and services.

**At Stacy Reuille-Dupont, LLC your feedback matters.** Thank you for giving us the opportunity to address your concerns and continually improve the care and support we provide.