



Community Feedback Policy

Compliments, complaints, and other feedback provide Blue Ocean with valuable information about community satisfaction and an opportunity to improve upon all aspects of its operation. Feedback is taken seriously by Blue Ocean and is seen as an opportunity for improvement.

Purpose and Scope

The purpose of this policy and procedure is to set out how any person can provide feedback, including complaints, about any aspect of Blue Ocean's operations and the process that Blue Ocean will take to address or respond to feedback.

The policy applies to all stakeholders of the business, including vendors, customers, service providers, and members of the community. Feedback raised by Blue Ocean staff will generally be dealt with under Blue Ocean's Open Door Policy, however from time to time staff may raise issues or provide feedback that is best dealt with under this policy and procedure.

Procedure

Blue Ocean's complaints management and resolution system ensures people can easily provide feedback and receive a response fairly and quickly. In handling any feedback, management will act by listening to, responding to, and resolving input from the community as follows:

1. **Report:** Feedback can be reported to Blue Ocean via phone, email or postal mail. If a response is requested, return contact information should be included in the communication.

Contact Information

Phone: 808-331-8222

Email: feedback@bofish.com

Postal Mail: 74-429 Kealakehe Pkwy, Kailua Kona HI 96740

2. **Review:** All feedback will be reviewed by the Blue Ocean management team and follow up will be assigned to the manager responsible for the relevant area of operation. If the reporting party requests anonymity or reservation of identity, Blue Ocean will honor this request to the extent possible.
3. **Resolution & Follow Up:** The responsible manager will thoroughly investigate any complaints and implement corrective action as appropriate. Blue Ocean will respond to all complaints as soon as possible and within 30 days from acknowledgement. If a complaint cannot be responded to in full within 30 days of acknowledgement, an update will be issued to the complainant.