

DOE Workgroup #6: Management and Redress

1 1. Company Management and Customer Redress

- 2 a. The organization will regularly review its information practices for process
3 improvement opportunities and compliance.
- 4 b. The organization will take action to meet legal mandates and ensure when
5 necessary appropriate privacy practices.
- 6 c. The organization will provide a simple, efficient, and effective means for
7 addressing individual customer concerns. This process will be easily
8 accessible to the customers and provide timely review, investigation,
9 documentation, and, resolution of the customer's concern.
- 10 d. On all issues above, the organization will follow existing procedures
11 established or approved by the Applicable Regulatory Authority or
12 Governing Documents, if any. Meeting such applicable procedures will be
13 sufficient to demonstrate compliance with, or under, the VCC.