WHAT SHOULD YOU DO IF YOU ARE UNHAPPY??

COMPLAINT PROCESS

1. TALK TO YOUR MANAGER
2. TALK TO ANOTHER MEMBER OF MANAGEMENT (AREA SUPERVISOR OR REGIONAL DIRECTOR)
3. MEET WITH A DEPARTMENT DIRECTOR
4. CONTACT THE CORPORATE COMPLIANCE OFFICER

OR

5. EXTERNAL REVIEW

FORMAL COMPLAINT PROCESS BELOW

5. FORMAL COMPLAINT (THIS CAN BE FILLED OUT AT ANY TIME)
6. MEETING WITH THE CORPORATE COMPLIANCE OFFICER
7. CORPORATE COMPLIANCE OFFICER WILL REPORT BACK WITHIN 2 BUSINESS DAYS
8. EXECUTIVE DIRECTOR WILL ASSIST YOU TO CONTACT THE BOARD FOR APPEALS, REVIEW AND RESOLUTION