

What should you do if you are unhappy?



COMPLAINT PROCESS

(PCTS OR MEMBERS OF MANAGEMENT ARE HERE TO ASSIST YOU WITH THIS PROCESS IF NEEDED)

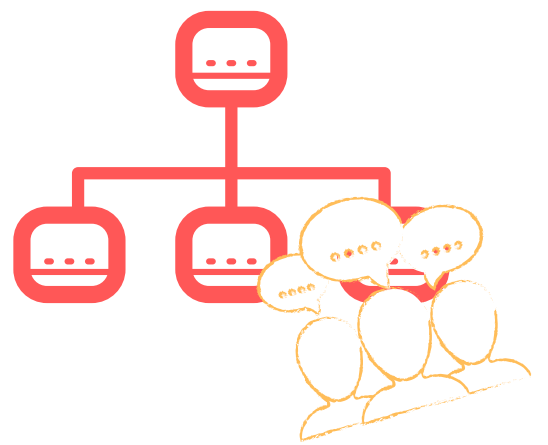


1.) TALK TO YOUR MANAGER

If at any time you have an informal complaint, you are encouraged to talk to the Manager of the support services you receive.

2.) TALK TO ANOTHER MEMBER OF MANAGEMENT (AREA SUPERVISOR OR REGIONAL DIRECTOR)

If your Manager did not address or resolve the informal complaint - you may receive assistance, if necessary, by any LADD employee, to use the Chain of Communication and contact another member of Management, like a Supervisor or Regional Director.



3.) MEET WITH A DEPARTMENT DIRECTOR



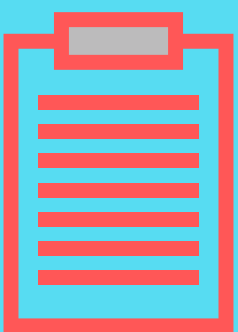
Request to meet with a Department Director if you are still unhappy. Once requested the meeting will occur within 5 business days. After the meeting you the Compliance Officer will contact you to talk about your complaint.

4.) CONTACT THE CORPORATE COMPLIANCE OFFICER

If you are still not happy, the Compliance Officer and Executive Director will review your complaint and determine if it can be resolved or if external review will take place. This is the final step in an informal complaint and, if unresolved, the formal complaint process starts.



5.) START A FORMAL COMPLAINT (THIS FORM CAN BE COMPLETED AT ANY TIME IN THE COMPLAINT PROCESS)



Fill out a formal complaint and submit to the Corporate Compliance Officer. Anyone can assist you with this. The Corporate Compliance Officer will meet with you within 2 business days of receiving the complaint and review with you within 2 business days.

STILL NOT RESOLVED?

If the above steps have not resolved the complaint, the Corporate Compliance Officer will assist you to contact the Executive Director. The Executive Director will then assist you to contact the board for appeals, review and resolution.