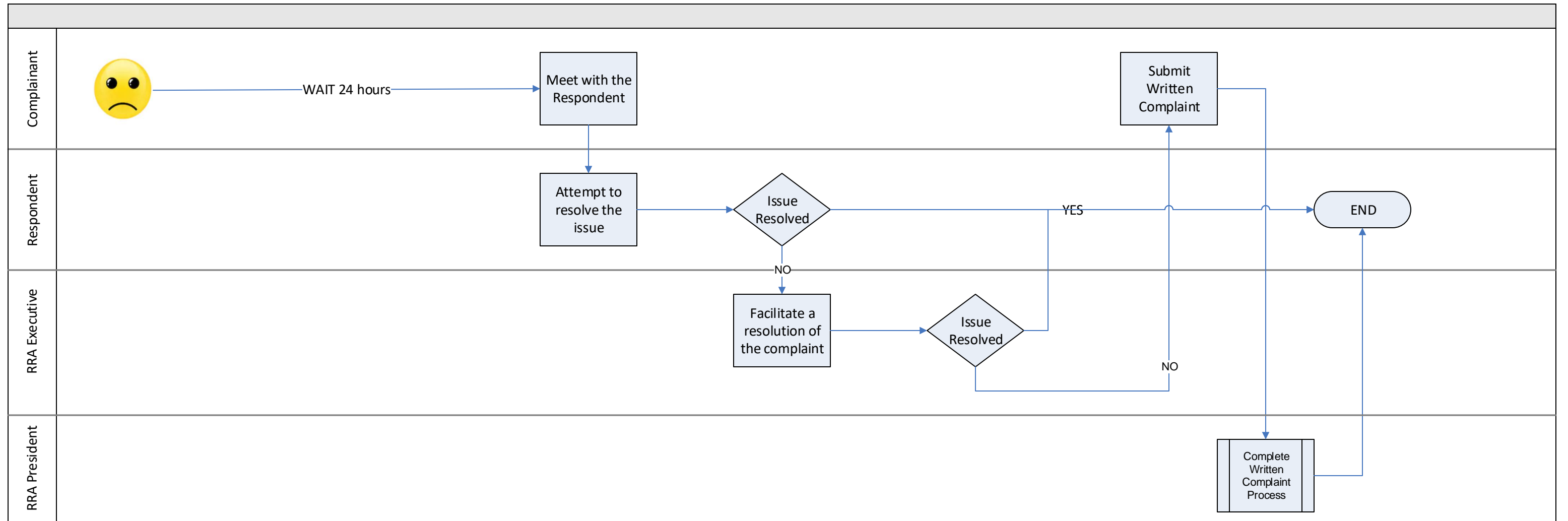


RRA Complaint Resolution Procedure



Summary
 Complainant (the person making the complaint) should first wait 24 hours then meet with the Respondent (the person who the complaint is about) in an attempt to resolve the issue. If the Complainant is not satisfied with the outcome of the 1-on-1 discussion with the Respondent, assistance from an appropriate RRA Executive may be necessary. The RRA Executive, acting as mediator, will bring the parties together and to facilitate a resolution of the complaint.

Step 1 - Complainant should attempt to meet with the Respondent with whom the complaint is about

Step 2 - If the Complainant is not satisfied with the response provided by the Respondent, the matter is presented to a RRA Executive. Within 7 days of receiving the verbal complaint, the RRA Executive will arrange an informal meeting between the Complainant and the Respondent in an attempt to reach a resolution.

Step 3 - If the Complainant is not satisfied with the outcome of the informal meeting, the Complainant may then complete a complaint form and submit the formal complaint to the President of RRA for review.