

REACT International, Inc. Policy Statement

Policy 6-01

SUBJECT: Resolution of Complaints With REACT International

PURPOSE: Provide a Procedure for Handling Complaints About the REACT International Office, Officers, Directors, or Committees

SCOPE: REACT Teams, Councils, Members

GENERAL:

It is the policy of REACT International, Inc., to resolve promptly any complaints about service from International Headquarters, or actions of officers or Directors. This procedure is applicable in any instance where a difference cannot be resolved informally.

PROCEDURE:

In the event of an unresolved complaint, the Team, Council, or individual Team member may file a formal complaint documenting the issue(s). This formal complaint will be sent to the President (or if it involves the President, to the next ranking officer), with a copy to the REACT International office.

The President (or next ranking officer in the event the complaint involves the President) will investigate the complaint and take appropriate action within thirty days of receiving the complaint. The action may take the form of a decision, instruction for specific action, or reference to a procedure to be followed which will achieve resolution. If the complaint involves a Director of the corporation, the President will send his recommendations to the Chairman of the Board for approval before implementing them.

PUBLIC ANNOUNCEMENTS:

While persons with complaints about REACT matters are free to make whatever announcements they choose, it is usually the case that resolving problem is unnecessarily complicated by overexposure, and it is recommended that complaints be handled privately until the complaint procedure has been completed.

Adopted 20 Jun 90. Revised 24 Jul 03.

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