**Appendix A**

**Grievance Procedure**

1. Contact the COO via telephone immediately (or as soon as possible within 48 hours).
2. COO emails Grievance Form to the complainant.
3. Complainant to complete and return the Grievance Form within 72 hours of the incident.
4. COO will investigate and document incident and formulate a determination for resolution and evaluate need for company procedural changes.
5. COO will discuss the resolution plan with the complainant and close the complaint.
6. All documentation will be kept on file with the COO.