



CUSTOMER COMPLAINT POLICY

POLICY OBJECTIVE

The Skyline Customer Complaint Policy is a commitment to hold we accountable by responding to and resolving complaints at the most appropriate level in the corporation.

The Skyline Customer Complaint Policy ensures consistent messages are delivered to individuals making complaints.

POLICY STATEMENT

Any person may make a complaint to Skyline. All complaints will be treated with fairness, integrity and respect with consideration.

Whenever possible, customer complaints will be resolved by the employees who are accountable for the relationship with the complainant and have the authority to provide a resolution.

When a complaint cannot be resolved at this level, it can be escalated to the Manager of Skyline Canada Inc (also the Complaints Officer). If a resolution is still not found, the Executive Director can be contacted.

It is appropriate to escalate a complaint to the Complaint Officer when:

- A resolution has been attempted but has been unsuccessful
- The complaint has been received through third-party sources

Where possible, every effort will be made to understand the complaint and reach a mutually satisfactory response for the customer and Skyline Canada Inc. Not every complaint will produce an agreeable outcome.

PROCESSES AND PROCEDURES

DOCUMENTATION

Every complaint will be recorded electronically or on paper. An employee will be appointed to be accountable and ensure that the:

- Customers are acknowledged in a timely manner
- Customer's contact information is confirmed
- Complaint is investigated and documented
- Resolution is developed
- Customers are kept informed as to the status of their complaint
- Final response to the complaint is provided to the customer within service standards

If the complainant is not a Skyline customer, the complaint and resolution will be recorded in a complaint file and all investigation materials and the resolution will be sent to the Complaint Officer.

The complaint file will include the:

- Name and address of the complainant
- Description of the act or practice that is thought to be unfair or in violation of any law or Skyline policy
- Relevant facts
- Response from Skyline
- Name of the person delivering the response from Skyline

Complaints are confidential and only the people needed to resolve the concern will be involved. Personal information provided to Skyline Canada Inc is protected and will not be shared.

RESPONSES

All complaints will be acknowledged within two business days, communicating to the complainant that his or her feedback has been received and ongoing status updates will be provided.

The most appropriate person, within the scope of authority of the policy or business process that is the subject of the complaint, will respond to the complaint.

ROLES AND RESPONSIBILITIES

EFFECTIVE DATE

The Skyline Customer Complaint Policy is effective May 6, 2026.

APPLICATION

The Skyline Customer Complaint Policy applies to every Skyline employee receiving a complaint.

EXCEPTIONS

Exceptions to the Skyline Customer Complaint Policy are not permitted.

REVIEW AND APPROVAL

The Skyline Executive Director is responsible for reviewing and approving all amendments to the Skyline Customer Complaint Policy.