

## **Complaint Handling Procedures**

A subscriber may submit a written complaint outlining the concern, what has happened thus far and the expected outcome within thirty (30) business days to SUMAssure's:

- Chair of the Management Board ("Chair") care of the Chief Executive Officer ("CEO") to SUMAssure's head office at 305 – 4741 Parliament Avenue, Regina, SK S4W 0T9.

### **Initial Review:**

- The Chair will accept the complaint if satisfied that the complaint concerns a subscriber;
- written documentation is provided;
- sufficient information has been provided enabling an investigation to proceed; and
- the parties cannot resolve the matter on a reasonable basis.

### **Complaints Resolution Committee ("CRC"):**

The CRC is comprised of three (3) Management Board members that will perform the following duties:

- Within fifteen (15) business days:
  - confirm receipt of the complaint;
  - review the complaint;
  - request that the complaint be added to the agenda of the next Management Board meeting, or request a special meeting of the Management Board be held to resolve the complaint;
  - make a non-binding recommendation to the Management Board; and
  - follow-up with the Subscriber on the Management Board decision.
- Be responsible for maintaining a log of all complaints.