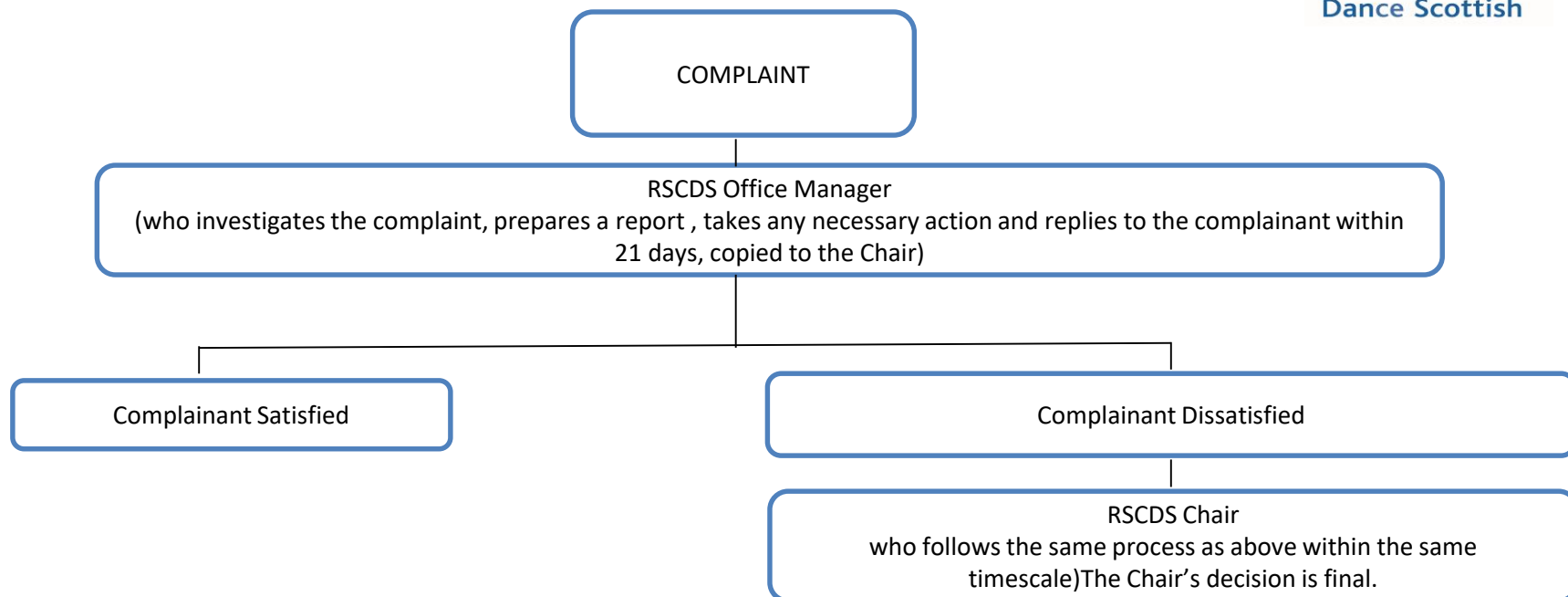


RSCDS COMPLAINTS PROCEDURE



Complaint about the RSCDS Office Manager – same procedure as above, led by the RSCDS Chair Elect, then the RSCDS Chair if the complainant is dissatisfied with the outcome. The Chair's decision is final.

Complaint about the RSCDS Chair – same procedure as above, led by the RSCDS Chair Elect, then if the complainant remains dissatisfied, the RSCDS President, who will convene and chair a Panel including two Trustees, past or present, as best meets the circumstances of the complaint. The Panel's decision is final.