



## Process for Addressing Complaints or Disputes

### Northshore Forest Inc.

1. A formal complaint is submitted to the Management Forester by filling out a form found under the "COMPLAINTS" tab on the Northshore Forest Inc. website:  
<http://www.northshoreforestinc.ca>
2. The Management Forester files the complaint in the internal complaint data base
3. The Management Forester sends the complaint form to the General Manager within 3 days of receipt
4. The General Manager reviews the complaint form and provides a formal response to the complainant within 10 business days
5. If the complaint is resolved the General Manager advises the Management Forester and provides supporting documentation to be logged into the data base and the complaint status is updated to resolved
6. If the complaint cannot be resolved, the General Manager will deem a dispute that will be brought to the attention of the Board of Directors consisting of the shareholders of Northshore Forest Inc.
7. The General Manager will then communicate to the complainant that the complaint has escalated to a dispute and will advise the complainant of the next steps and how long it will take to get back to them. The General Manager will provide this communication to the Management Forester for tracking and record keeping
8. The General Manager will provide any ongoing subsequent communications to the Management Forester for tracking and record keeping. This communication will include:
  - a) The steps taken to resolve the complaint and dispute
  - b) Outcomes of the complaint and dispute resolution processes, and
  - c) If the dispute remains unresolved, the reasons they are not resolved, and how they will be resolved