

## Field Evaluation Services Group Customer Complaint Procedure

Complaints provide valuable opportunities to strengthen customer relationships. FESG staff will respond to all complaints in a timely, forthright and respectful manner. The nature and frequency of complaints will be continuously monitored to identify potential problem areas in FESG's business.

Response to verbal complaints is given verbally unless a written reply is requested or is considered necessary to satisfactorily address the issues raised. Verbal complaints are addressed in the first instance by the employee contacted by the complainant. If the complaint is not dealt with to the satisfaction of the complainant, he or she is offered the opportunity to discuss the complaint with the employee's supervisor or the FESG Managing Director. If, at this point, the complaint is not resolved, the complainant is requested to put the complaint in writing and submit it to the Corporate Secretary.

All written complaints (whatever the origin) are reviewed and both the complaint and disposition are documented by the Managing Director. Unless additional time is necessary to obtain pertinent information, a written response is given within ten working days of receipt of the written complaint.

Any complaint which is not resolved through this process is referred to the President & Chief Executive Officer who, in his discretion, responds to the complaint verbally or in writing. In appropriate circumstances the Chief Executive Officer will arrange a meeting to facilitate a resolution of the matter.

### FESG Contact Information:

Field Evaluation Services Group  
Customer Service Centre  
1 Terence Matthews Suite 130  
Ottawa, Ontario K2M 2G3

Toll Free Telephone: 1-800-559-5356  
Toll Free Fax: 1-800-559-5358