



**STEP FOUR:**

**Regional Manager/Senior Vice President Response:** To be completed within five working days of Step Three.

\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_  
Employee Signature                      Date                      RM/SVP Signature

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**COMPLAINT SETTLEMENT:**

I am satisfied with the final handling of my inquiry at Step \_\_\_\_\_.  
(Number)

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_