



GRIEVANCE PROCEDURE

If you have a complaint about the program services you have received while in any of SELF ENHANCEMENT INC.'s programs or activities, you have a right to file a complaint and SELF ENHANCEMENT, INC. will help you resolve the problem.

You must file the Complaint within one year of the problem unless you are complaining about fraud or criminal activity for which there is no time limit. If your complaint alleges discrimination due to disability, you must file within 180 days of the incident. You will not be penalized in any way for filing a complaint.

CHARGES OF DISCRIMINATION: If you charge discrimination based on race, color, national origin, religion, age, sex, political affiliation or belief, or perceived or actual sexual orientation, you must submit the complaint within 180 days of the alleged discrimination to:

SELF ENHANCEMENT, INC.
BOARD OF DIRECTORS
3920 N. KERBY AVE
PORTLAND, OR 97227-1255

Before you file a complaint, you should be aware of the procedures available to you before filing a formal complaint. This does not prevent you from filing a complaint with SELF ENHANCEMENT, INC., but often can be very helpful in quickly resolving a problem.

Talk to your Program Coordinator or Program Director; see if you can resolve the issue between each other.

If you are unable to resolve the problem with the Program Coordinator or Program Director within a reasonable amount of time, call SELF ENHANCEMENT, INC. at (503) 249-1721 and talk to the Chief Compliance Officer. This conference should be documented in writing with date and outcome. If you are not happy with the result of this process, you may file a formal complaint.

If you decide to file a formal complaint, it must be in writing and include the following information in order to be processed:

- Your full name, address, and phone or message number;
- The name and address of the person that the complaint is against;
- A clear statement of your complaint, what happened, and the date the problem occurred;
- What satisfaction you are seeking;
- Your complaint must be signed. Anonymous complaints will not be processed.

SELF ENHANCEMENT, INC. will respond in writing within [10] working days after they have received your complete written complaint. If you have requested a hearing, you will be notified of what steps to take next and the time date and location of the hearing. The hearing will take place within [30] calendar days from the date you filed your complaint. If you are still unhappy with the disposition of your complaint and are involved in any SELF ENHANCEMENT, INC.'s programs, it will need to be resolved through SELF ENHANCEMENT, INC.'s President and Board of Directors.