

GRIEVANCE POLICY

This policy will detail the procedure to submit a grievance to the Agent of the Trustee of Springhill Pooled Accounts Trust.

Any Springhill Pooled Accounts Trust beneficiary / guardian / POA / Attorney / other letter of authority holder (complainant) has the right to express their dissatisfaction relating to:

- The administration of Trust policies
- Treatment from Springhill Pooled Accounts Trust perceived to be unfair or inequitable
- Other conditions related to their sub-account
- Denial of a disbursement request
- Perceived inappropriate behavior on the part of Springhill Pooled Accounts Trust staff
- Perceived discrimination related to race, disability, ethnicity, sex, age, religion or family status
- Termination of services – except terminations due to illegal and/or violent behavior and/or acts of harassment against any CHN employee

Every reasonable effort will be made by Springhill Pooled Accounts Trust staff to resolve any questions or concerns at the time they arise by initiating discussion. If the problem cannot be resolved to the complainant's satisfaction, she/he may initiate a grievance.

An individual will not be criticized for filing a grievance, nor will any punitive action be taken against her/him as a result of the grievance. Grievance information will be treated in the most discreet and confidential manner.

How to submit a grievance: The complainant may submit the grievance to the attention of the Agent of the Trustee:

Phone: (248)269-1334 **Email:** PAT@chninc.net **Fax:** (248)269-1311 or
Mail: Springhill Pooled Accounts Trust, 5505 Corporate Drive, Ste. 300, Troy, MI 48098

Response: You will be contacted within 24 to 48 hours to address your grievance. A timeline on resolving the situation will be presented in a timely manner. Springhill Pooled Accounts Trust reserves the right extend the resolution timeline as needed.