

DESTINATION SERVICES INC.

COMPLAINTS POLICY

Purpose

Destination Services Inc. seeks to maintain and enhance a professional reputation of providing a high quality transportation service. We value complaints as they assist us to improve our service delivery and more importantly, customer service.

Destination Services Inc. is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving any complaint as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the manner in which Destination Services Inc. receives and manages complaints. We are committed to being consistent, fair and impartial when handling any complaint.

Scope

The objective of this Complaints Policy is to ensure:

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Definition

In this policy, a complaint means an expression of dissatisfaction by a customer relating to transportation service provided by Destination Services Inc.

How a Complaint can be made

If you are dissatisfied with a travel service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website at www.destinationsservices.org
- By telephoning us on 801 669 6587
- By writing to us at 959 W. 1550 S., Springville, UT 84663
- By emailing us at admin@destinationsservices.org
- In person by speaking to any of our Destination Services Inc. staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Information you will need to tell us

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information

- Your name and contact details
- The name of the person you have been dealing with about your transportation service
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you may have had with us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

Help when making a Complaint

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you feel that you need further assistance please contact: . Finau Conklin, Executive Director, Destination Services Inc. at 801 669 6587 or finauconklin@destinationservices.org

When you complain about one of our Employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff member objectively by:

- Informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result.

Recording Complaints

When taking a complaint, Destination Services Inc. will record your name and contact details. We will also record all details of your complaint, including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint.

We will also record all dates and times relating to actions taken to resolve the complaint and communications between us. As part of our on-going improvement plan, complaints will be

monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure. Where a third party may be involved, we may be required to speak with them to fully investigate your complaint.

Feedback to Customers

Destination Services Inc is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed. We will acknowledge receipt of your complaint within three (3) business days.

Once your complaint has been received, we will undertake an initial review of your complaint. There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage, we may need to seek further clarification or documentation from you to assist us in resolving your complaint. If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances, upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally. You have the right to make enquiries about the current status of your complaint at any time by contacting us.

CERTIFICATE OF ADOPTION

OF

COMPLAINTS POLICY

AND

BOARD AGREEMENT

I do hereby certify that the above stated Complaints Policy and Agreement for Destination Services Inc. were approved and adopted by the board of directors on June 20, 2019 and constitute a complete copy of the Complaints Policy of the corporation.

Alicia Conklin



Secretary, Destination Services Inc.

,

Date: June 20, 2019