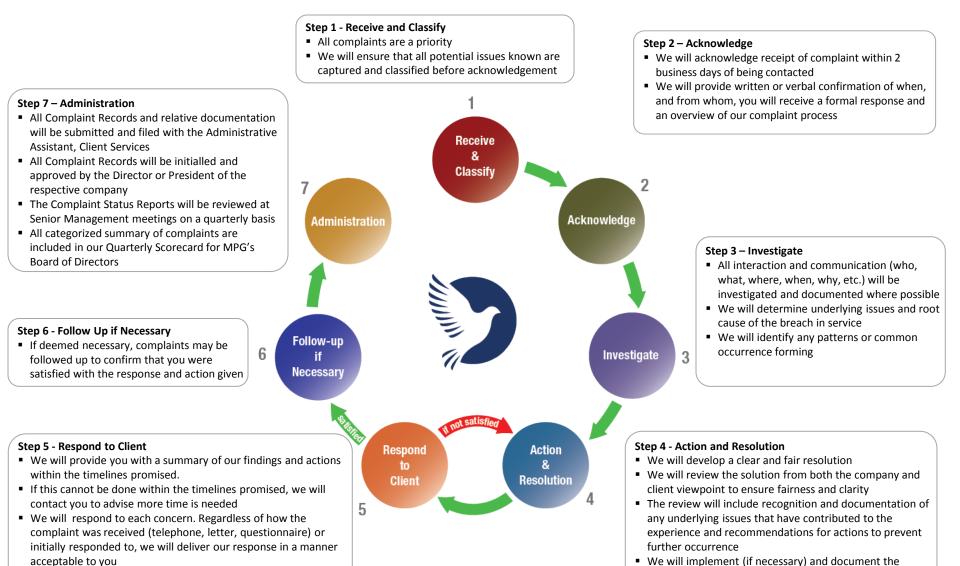
## MPG COMPLAINT HANDLING PROCESS

## A 7 step process followed by all MPG employees



proposed action and resolution using MPG's Complaint

Record document

If the action and response is not satisfactory to you, we will

revisit the resolution and/or move to next level of management
Generally, you can expect a response within two to four weeks