

**NOTIFICATION OF COMPLAINT PROCEDURES TO ALL PARTICIPANTS OF
Project Teaching**

Those wishing to file complaints about the Project Teaching program, its operations or procedures, may do so by contacting officials identified below following procedures specified:

1. **TIMELY FILING OF COMPLAINT** All complaints must be submitted within thirty (30) days of the incident or occurrence; however, all complaints will be investigated by designated officials whenever they are registered, whether verbal or written, regardless of the 30 day deadline if such complaints have longer statutory notification periods or are otherwise governed by applicable statutes of limitations.
2. **DESIGNATED INVESTIGATING OFFICIAL** All complaints should be directed to the coordinators designated below. If there is a conflict of interest (for example, when the coordinator is the object of the complaint), the complaint should then be directed first to the other coordinator.

Mark Stensvold
503 Miner Avenue E
PO Box 129
Ladysmith, WI 54848
715-532-6084

John Eitenmiller
503 Miner Avenue E
PO Box 129
Ladysmith, WI 54848
715-532-6084

The investigating official shall then have thirty (30) days to reduce the complaint to writing, and record investigation processes and procedures followed, the names and addresses of those contacted during the course of the investigation, conclusions and findings, and action taken to resolve the complaint. Disciplinary action involving employees of and associates will be kept confidential to protect the rights of those accused of wrongdoing until the record can legally be released. The record of this investigation and its conclusions, findings, and action taken in response will then be forwarded by certified or registered mail to the complainant and to the President of Norda, Inc., the parent company of Project Teaching within the thirty (30) day timeline.

3. **APPEAL PROCEDURES** If the written record of the complaint, the investigation, conclusions and findings, and subsequent action taken by the investigating official do not resolve the complaint, the complainant may, within thirty (30) days of receipt of the written record, appeal the decision of the initial investigating official to the Complaint Officer of Norda, Inc., the parent company of Project Teaching at the following address:

COMPLAINT OFFICER
Allen F. Kenyon, Attorney at Law
109 Miner Avenue E
PO Box 391
Ladysmith, WI 54848
(715) 532-3359

The Complaint Officer shall then have thirty (30) days to reduce the appeal to writing, and record investigation processes and procedures followed, the names, and addresses of those contacted during the course of the investigation, conclusions and findings, and action taken to resolve the complaint. Disciplinary action involving employees of and associates will be kept confidential to protect the rights of those accused of wrongdoing until the record can legally be released. The record of this investigation and its conclusions, findings, and action taken in response will then be forwarded within the thirty (30) day timeline by certified or registered mail to the complainant and be retained in the corporate records of Norda, Incorporated.

The findings of the Complaint Officer shall be final.