

SUBJECT: Customer Complaint Policy

PURPOSE: To state the policy of APEX Staffing Service, Inc. with regards to its process for handling customer complaints.

POLICY STATEMENT:

It is the policy of APEX Staffing Service, Inc. to record all customer complaints, to investigate all complaints and to take appropriate action with prompt response to the customer. It is extremely important to us that an excellent customer service relationship be maintained. The Principles and Values of APEX Staffing Service, Inc. include putting the customer first as well as consistently reflecting a focus on honesty, integrity and responsibility.

In the event a complaint needs to be filled with APEX Staffing Service, Inc., the individual can:

- Contact an Officer of APEX Staffing Service, Inc. at (909) 941-0267
- Contact the Company by e-mail at apexstaffingservice@verizon.net
- Notify the Company in writing at:

APEX Staffing Service, Inc.
10134 Sixth Street, Suite A
Rancho Cucamonga, CA 91730

An APEX Staffing Service, Inc. Complaint Form can be e-mailed or mailed to the complainant. The complaint should be submitted as soon as possible and should include the following:

1. The name, address and phone number of complainant.
2. A description of the act or practice that is thought to be unfair, deceptive or in violation of existing law or regulation.
3. All relevant facts.

Responses sent directly to the Company will be reviewed and responded to within 10 business days. In the event a complaint is not resolved to your satisfaction, you may request a meeting with an alternate Officer of the Company.

If there are any questions or comments, you may contact APEX Staffing Service, Inc. at (909) 941-0267 during the business hours of 8am to 8pm.

