

PROCEDURE FOR COMPLAINTS

In order to ensure that appropriate actions are taken by the Lake Forest II Master Homeowners Association in complaint matters submitted by members against other members, employees, guest, and volunteers, as well as complaints involving Association programs or policies where the rights of an individual are alleged to have been violated; and to ensure that complaints are resolved in a timely manner, the following procedures have been established.

General

Resolving conflicts is a difficult and delicate task and the Association has an obligation to handle each complaint consistently, fairly, and timely to a successful conclusion.

The Board of Directors shall encourage all members to make every attempt to resolve differences of opinions though verbal contact first and, subsequently, through contact with the General Manager, who will attempt to resolve the concern at the informal level by discussing the matter in person whenever possible.

Process

- A. Complaints shall be directed to the General Manager, before a formal written complaint is submitted to the Board of Directors, for the purpose of addressing the issue and determining an appropriate solution. This step prohibits personal allegations or legal or Association Rule violations against other members, employees, guests, or volunteers during a regularly scheduled meeting of the Board of Directors and it allows Management to gather the appropriate information and/or documentation for review and consideration of the matter by the Board.
- B. Formal signed written complaints may be submitted to the Board of Directors if the member remains unsatisfied with the resolution determined by the General Manager. The written complaint must be submitted within 45 days from the date the complainant was notified by the General Manager of the resolution offered for the allegation.

C. The written complaint shall include the following:

1. The name, address and signature of the member complainant.
2. The date and location of the alleged incident and a narrative description of that incident.
3. The name of the employee, member, guest or volunteer involved in the incident or a description of the Association policy, rule or guideline causing the complaint. (A complaint form is available at the Front Desk of the Sun & Sail Clubhouse upon request.)
4. A list of names and addresses, if any, of witnesses to the incident.
5. A description of the proposed resolution determined by the General Manager.
6. A specific action requested of the Board of Directors that the complainant believes would resolve the problem or satisfy the complaint for the incident identified in #2, above.
7. **Numbers 1 through 6 above must be provided in writing before the Board of Directors will review a complaint.**

D. Upon receipt of the completed written complaint, including items 2 through 6 above, the General Manager shall provide a copy of the complaint and all back-up information to each member of the Board in their next Board meeting packet scheduled at least 15 days following submittal of the complaint.

E. The matter will be placed on the Regular Meeting agenda, or, in the case of a legal issue, contract issue, or personnel issue, the matter will be placed on the Executive Meeting agenda.

F. The complainant shall receive notification no less than 10 days before the date and time of the meeting that the Board will address their complaint. In addition, all other parties involved in the complaint may be notified, also no less than 10 days prior to the meeting, and invited to attend.

G. After reviewing the written complaint and the proposed resolution offered by the General Manager, the Board will hear comments from the complainant and parties to the complaint, offering additional information that may assist the Board in determining a course of action or resolution of the matter. At that time, the Board may ask questions of those parties involved in the complaint in order to clarify their personal understanding of the allegation(s).

H. The Board of Directors shall take one of the following actions:

1. Elect to ratify the resolution offered by the General Manager. At that point, the matter shall be considered resolved and may not be appealed.
2. Establish another resolution action.
3. Take the matter under advisement, pending further study or legal review, if deemed appropriate.

I. The Board of Directors shall notify the member, in writing, of the resolution action of the Board within 10 days of the meeting in which their decision was made. The decision of the Board shall be final and may not be appealed.