

SCOA COMPLAINT DOCUMENTATION PROCEDURES

PURPOSE: Establishes an equitable complaint processing, review and documentation system.

1. The following complaint processing, review and documentation system, attested to by the signatures below, is adopted by the SCOA Board of Directors.
2. These procedures are applicable to all Owners within the Greengate Grove Subdivision and are implemented in order to provide a standardized, equitable system to address complaints by Owners.
3. Owners are encouraged to settle disputes and complaints at the lowest level possible, preferably on a one-on-one, *face-to-face* basis. If these attempts are fruitless, then the following procedures will apply:
 - a. The complainant shall obtain a copy of the "SCOA Complaint Form" from the SCOA Office, which will include a copy of these procedures.
 - b. The complainant must as accurately as possible define his/her complaint on this form, including any documents, photos, etc., that support the complaint.
 - c. The complainant must sign and date the "SCOA Complaint Form", and return it to the SCOA Office. Complaints without a valid, legible, signature will not be considered.
4. The SCOA Office will take the following steps:
 - a. When a signed and dated "SCOA Complaint Form" is received, the SCOA Office representative will acknowledge receipt of the form by placing his/her signature in the appropriate location on the form.
 - b. The SCOA Office representative will provide a serial number for the complaint form, and enter this number on the SCOA Complaint Form Log, (to be maintained by the SCOA Office). This number will also be placed on the original complaint form.
 - c. The SCOA Office representative will make two additional copies of the completed, serialized form, giving a copy to the complainant, keeping the original for SCOA records, and forwarding one to the SCOA President.
 - d. The SCOA Office will provide a copy of the complaint to the Board of Directors.
5. The President of SCOA shall *refer* the document to the Complaint Review *Committee*.
 - a. This committee for the winter season October through April will consist of at least three (3) Board of Director Members.
 - b. This committee for the summer season May through September will consist of at least one (1) Board of Director Member and at least one (1) Park Elected Officer, i.e. President, Vice-President, Secretary, Asst. Secretary, Treasurer, First Asst. Treasurer or Second Asst. Treasurer.
6. The Complaint Review Committee shall have the following authority and duties:
 - a. The Committee will review the complaint to determine its content, appropriateness and validity.
 - b. The Committee will have the power to call witnesses, obtain the requisite documents, and investigate the situations and facts hearing on the complaint, in order to form an unbiased, fair and equitable solution to the complainant.

- c. If the Committee is able to equitably resolve the complaint to even-one's satisfaction, the Committee will so annotate the SCOA Complaint Form to the President of SCOA.
 - (1) The Committee will also obtain the signature of the complainant, which signifies that he/she understands that the complaint has been resolved.
 - (2) The Committee will forward the completed form to the SCOA Office
 - (3) The SCOA Office will provide a copy of the complaint to the Board of Directors.
 - d. If the Committee is unable to resolve the complaint to everyone's satisfaction, *the Committee's actions will be annotated on the SCOA Complaint Form.*
 - (1) The Committee will forward the annotated form to the President of SCOA.
 - (2) The President of SCOA shall make the unresolved complaint issue an agenda item for the next regularly scheduled meeting of the Board of Directors. Should the urgency of the complaint be such that immediate action is required, such as the resolution of a dangerous situation, impending site construction, repair or modification, etc., the President of SCOA is authorized to call a Special Meeting of the Board of Directors, to resolve the issue.
7. The Board of Directors shall have the final authority to resolve the complaint issue at hand; consistent with the Bylaws and Covenants, and where applicable. State and Federal guidelines.
- a. The Board of Directors shall properly annotate and sign the SCOA Complaint Form, providing copies to the complainant, and the SCOA Office.
 - b. The SCOA Office will provide a copy of the completed complaint signed by the complainant to the Board of Directors.
 - c. The SCOA Office shall maintain the completed SCOA Complaint Forms in File Number sequence.

Attested to this ____ day of _____, 2020 by: _____

Block 1 _____ Block 2 _____ Block 3 _____

SCOA COMPLAINT FORM

Subject: _____

(to be filled in by office)

File Number: _____

(to be fled in by office)

Complaint: Please describe the complaint attaching any documentation, photos, etc. if applicable. (Use back of form if additional space is required)

Member Making complaint: Name: _____ Lot #: _____

(Complainant's name will not be present on copies)

Phone #: _____ Date: _____ Signature: _____

Complaint Received in Office: Signature: _____ Date: _____

Receipt of Report: Complainant Signature: _____ Date: _____

Complaint Review Committee: Date Received: _____ By Whom: _____

Status:

Name: _____ Signature: _____ Date: _____

