

Title: Grievance Procedure

Purpose: The procedure to be followed by homeowners in case there is a grievance or issue of concern in regards to actions of the association or a dispute between the homeowner and the association.

I. Requirements of Homeowner

- a. The homeowner shall abide by the bylaws and rules and procedures of the association.
- b. The homeowner will notify the office manager of any grievance against the association in writing and give specific detail and documentation to allow for proper resolution
- c. The homeowner may appeal the grievance to the board of directors if the issue is not resolved to their satisfaction with the office manager.
- d. The homeowner may appeal the grievance to the arbitration committee if the issue is not resolved to their satisfaction with the board of directors.
- e. The homeowner will abide with the decision reached by the arbitration committee in regards to the grievance.
- f. A maximum of two weeks is to be allowed after each submission or appeal for proper research of the issue.

II. Requirements of Office Manager

- a. The office manager will research the issue of concern and respond, in writing, to the Homeowner within a two week period.
- b. A copy of the grievance and response shall be submitted to each member of the board.
- c. The office manager shall make every attempt to resolve the issue to the satisfaction of the homeowner.

III. Requirements of Board of Directors

- a. The board will review each appeal and obtain necessary information needed.
- b. The board shall notify the homeowner in writing of any decision reached in regards to the grievance within two weeks of its receipt.
- c. The board shall make every attempt to resolve the issue to the satisfaction of the homeowner.
- d. The board may obtain council from the association attorney if deemed necessary.
- e. The board of directors may overrule the decision of the arbitration committee if the bylaws or rules and procedures of the association are not followed.

III. Requirements of Arbitration Committee

- a. The arbitration committee shall receive, in writing, the proper documentation of appeal of grievance and responses by the office manager and board.
- b. The arbitration committee shall abide by the association bylaws and rules and procedures when making decisions.
- c. The arbitration committee will report its decision to the homeowner and board of directors in writing within two weeks of the appeal.
- d. The decision of the arbitration committee shall be abided by and be the end point to the grievance.