

## **GRIEVANCE COMMITTEE MISSION STATEMENT**

The Grievance Committee is an advisory arm of the Board of Directors. The mission of the Grievance Committee is to investigate and attempt to resolve grievances or disputes between homeowners, renters, guests, and employees. Grievances between employees are to be settled by their supervisor and/or the general manager and are not the domain of this committee.

The Grievance Committee shall consist of a Chairman, a Co-Chair and two or three residents appointed by the President of the Lakeridge Association and Tax District. When the Chairman is unable to serve, the Co-Chair will act as the Chairman.

The Committee will make every effort to resolve grievances or disputes in an amicable manner and will always attempt to avoid progression to legal action.

### **PROCEDURES:**

- (1) Any homeowner, renter, guest or employee ("Complainant") may file with the Chairman of the Grievance Committee a complaint, setting forth the grievance, including the name of the person ("Respondent") against whom the grievance is being filed. This complaint may be filed by personal appearance with the G/C Chairman, or by mail (return receipt requested) or email. Complaints should be filed as promptly as possible following the incident but not longer than 14 days after the occurrence.
- (2) The G/C Chairman shall promptly (but no longer than fourteen days) contact the Respondent by mail (return receipt requested) or email advising him of the Complaint and requesting an explanation.
- (3) The Respondent may reply to the complaint by mail (return receipt requested) or email or in person to the Committee within 14 days after receipt of the complaint.
- (4) Should the Respondent refuse to accept the service of the mail or fails to respond to the Complaint within 14 days after last attempted delivery of the complaint, the Grievance Committee will hear testimony as to the grievance from the Complainant. After hearing of grievance, the Grievance Committee shall make a written report with a recommendation to the Board of Directors.
- (5) Upon receipt of the Respondent's answer, the Chairman will convey this answer to the Complainant in person or by mail (return receipt requested) or email.

- (6) If the Complainant is satisfied with the answer of the Respondent, he shall inform the Chairman in person or by mail (return receipt requested) or email. The Chairman will report this response to the Board of Directors.
  
- (7) Should the Complainant not be satisfied with the Respondent's answer, the Chairman will convene a hearing of the Committee and invite the Complainant and the Respondent, together with any eyewitnesses, if appropriate, to appear on a date and place convenient to all parties. At the hearing the Committee will attempt to mediate the complaint by permitting both parties to air their differences in the hope of obtaining conciliation.
  
- (8) After the hearing, the Grievance Committee shall make a written report to the Board of Directors as to its decision with respect to grievance and its recommended resolution of grievance.
  
- (9) The Board of Directors at its next meeting after receiving the G/C report shall place the G/C report on its agenda and shall establish a resolution of the grievance, which may or may not conform to the G/C recommendation.