

Complaint Process Proposal

- All Complaints must be in writing, preferably e-mail, so that if there is a need for clarification, there is a written record.
- E-mailed to the current President of the BOD
- The complaint will be sent to the person that should handle it.
- Or if necessary, to the BOD
- Once resolved, handled, either the President will be informed or the President will follow-up with the complainant.

Complaints:

- Should include all pertinent information. Who was involved, time, date, was anyone else there?
- Any suggestions for fixing the issue.

If the complainant is not happy with the resolution, they may request in writing a hearing before the Board of Directors.