

COMPLAINT RESOLUTION PROCESS:

1. If a resident has an issue with the actions of another resident the two parties must try to come up with a mutually agreeable solution. The issue will **not** be pursued by Riverwind Board of Directors unless the issue involves a violation of a covenant/rule/regulation.
2. If a mutually agreeable solution cannot be reached after several attempts and the complaint involves the violation of a covenant or one of our rules/regulations the aggrieved resident can fill out the “INITIAL COMPLAINT FORM,” (available in the library room of the small clubhouse}. The form complete with signature should be dropped in the green mailbox in front of the small clubhouse. This is the same box that you deposit your monthly assessment or other community business into.
3. The Community Relations Director will investigate the facts of the complaint and attempt to reach a mutually agreeable solution, including getting the parties together to try and reach a solution to the issue within 15 days of receipt of the complaint.
4. If the issue remains unresolved the Community Relations Director will prepare a presentation to the BOD at the next working session. The parties involved will be given an additional 15 days to submit further information to the board before a final written decision is given by the full board. The parties involved may or may not be asked to appear before the board to make their case.
5. An unresolved violation of a covenant or one of our rules/ regulations will result in a fine being levied against the violator.

Initial Complaint Form

Complainant: _____

Address: _____ Phone: _____

Violator's Name: _____

Address: _____ Phone: _____

Specific section of the Covenants/By-Laws/Rules and Regulations being violated:

Objectionable activity including date(s) and location(s): (use another sheet of paper if needed).

Steps complainant has taken to resolve the problem:

Signature of Complainant

Date

Documentation of Complaint Follow-Up

Date: _____ Action taken by RHOA Community Relations Director: _____

Date: _____ Recommendation to BOD: _____

Signature of Community Relations Director

Date

Date: _____ BOD Action: _____

Date: _____ Complainant and Violator informed of BOD Decision and the right to provide any further information.

Signature of Board President

Date