

Owners' Concerns Committee

Mission and Procedure Statement

Members of this committee should possess good communication and problem-solving skills and the ability to weight all sides of an issue while keeping in mind the good of all owners and employees of the R-Ranch.

ALL CONCERNS MUST BE PUT IN WRITING.

- The first resource of a written owner's complaint would be to the appropriate director or both of the R-Ranch directors. The director should be the one that passes all written concerns and responses to the committee so that the committee members know that it has progressed through the proper channels.
- This committee will act as the second resource for owners who have a situation or concern with which they are seeking resolution and cannot be satisfied by the appropriate director.
- An owner may appeal to the Committee if they are not satisfied with a Director's response and the Committee may choose to hear the appeal or stand by the Director's decision.
- The committee should not address any concerns other than ones that are written and given to them by an R-Ranch director or by the appeal's process.
- If the owner is still not satisfied after the committee's decision; a request may be submitted to the BOD for a hearing; which the board may or may not decide to hear. All appropriate documentation must be submitted to the board regarding the owner's concerns. The board may decide to uphold the committee's decision. If the board disagrees with the committee it will take the necessary actions to bring the complaint process to a close.
- The Owner's Concerns committee should never be involved in Ranch personnel matters. The complaint process above should keep this from happening. If any personnel matters are presented to the committee, it should forward these to the board with no attempt to answer the owner directly.
- A monthly report of all complaints will be presented to the board by the normally scheduled board meeting.
- A board liaison will be established each year to be the direct contact with the committee.