

# Owners' Concerns Committee

## Procedure for Submission of Owner's Complaint

### ALL CONCERNS MUST BE PUT IN WRITING.

- The first resource of a written owner's complaint would be the Executive Director. If the Executive Director is unable to resolve the owner's complaint, the Executive Director would pass all written concerns and responses to the Committee so the Committee members will have all documentation pertaining to the issue if an appeal is submitted to them.
- 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 Executive Director. Members of this committee should possess good communication and problem solving skills.
- An owner may appeal to the Committee if they are not satisfied with the Executive Director's response and the Committee may choose to hear the appeal or stand by the Executive Director's decision.
- The Committee should not address any concerns other than ones that are **written** and given to them by the R-Ranch Executive Director or by the appeal's process.
- If the owner is still not satisfied after the Committee's decision; a written request may be submitted by the owner to the BOD for a hearing which the Board may or may not decide to hear. All appropriate documentation must be submitted by the Committee 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 R 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 matters 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.