

Paleface Ranch Association

COMPLAINTPROCESS

Original Version: January 21, 2015

Revised: June 2024

PURPOSE:

The Paleface Ranch Association has adopted the following process to facilitate the handling of complaints initiated by the Association Members. This process is intended to bring order and structure to complaint proceedings with the ultimate goal of improving the Board's subsequent actions and responses to the Association Members.

REQUIREMENTS TO FILE A COMPLAINT:

In order for a complaint to be considered by the Board of Directors, the complaint must meet all of the following criteria:

1. All complaints must be in writing to the Board of Directors using the accompanying form (*Homeowners Complaint / Witness Statement*) referred to as "Complaint".
 2. The Complaint must clearly identify the street address of the violation, and property owner (if known).
 3. The Complaint must cite the specific violation and the applicable section from the "Covenants, Conditions and Restrictions" (CCR's). CCR's are available on the Paleface Ranch website: <http://palefaceranch.org/>
 4. The Complaint must be signed.
 5. The Complaint must state any actions you have taken to resolve the problem (if applicable).
 6. Once completed by the Association Member, the Complaint must be sent to the Board of Directors via email to: praisecretary@gmail.com within seventy two (72) hours of observance of the alleged violation.
-

BOARD OF DIRECTOR'S ACTIONS:

The following steps outline the necessary actions required of the Board to acknowledge, log investigate, categorize, rule, and close-out Complaints. Steps have been inserted to provide feedback to the Association Member initially filing the Complaint throughout the process.

1. The Association President (President) will email a copy of the Complaint to all Board Members within twenty four (24) hours.
2. The President will assign a File Number to the Complaint, note the Complaint in the Complaint Log, and acknowledge receipt of the Complaint to the Association Member that initiated it.

3. The President will assign Complaints to Board Members (excluding the Secretary and Treasurer) on a rotating basis for further investigation.
4. The assigned Board Member (Investigator) will review the Complaint and will perform a preliminary investigation within seventy two (72) hours of receipt. In some situations the

Paleface Ranch Association

COMPLAINTPROCESS

Investigator may solicit the advice of the Architectural Control Committee (ACC), other Board Members, and/or outside parties.

5. Once the investigation is complete the Investigator will present the facts in the case to the Board via email.
6. Since Complaints can be time sensitive, the Board Members will individually review the facts as presented and inform the President of their opinion on further action within forty eight (48) hours.
7. Categories of opinion include but are not limited to:
 - Invalid – No evidence to support the Complaint.
 - No Jurisdiction – Complaint falls outside of the responsibilities of the Board.
 - More Information Needed – Complaint needs to be returned to the Association Member for more information.
 - Additional Investigation – More time and/or additional resources are required to thoroughly investigate before categorizing.
 - Valid – It is a violation and there is enough evidence for the Board to act on.
8. If three (3) or more Board Members select any of the categories above, then that will be the disposition of the Complaint.
9. If no category has three (3) votes, then it is deemed to require “Additional Investigation”. Such Complaints may be held for a Board Meeting for further discussion and an ‘Invalid or Valid’ vote at that time.
10. Complaints deemed Invalid, No Jurisdiction, or More Information Needed will be returned to the Association Member via the President.
11. If Additional Investigation is needed, the assigned Investigator will take the lead role in seeking the resources necessary and should inform the Board of the steps being taken and the timetable required. The President will update the Complaint Log and inform the originator of the Complaint as necessary.
12. If Valid, the Investigator will compose a "Letter of Violation" to be sent to the violating party. This letter will be composed and sent within ten (10) days of the official ruling (step 8). This letter provides a full explanation of the violation, and allows the violating party a reasonable timeframe in which to rectify the violation.
13. If the violation is not corrected and continues beyond the allotted time for correction an "Official Warning of Violation" will be issued by the President and forwarded to the violating party. This letter will be sent certified mail and will re-state the violation. The

letter will include a deadline and potential steps the Board may take if the violation is not corrected.

14. Once evidence has been presented by the Violator that the violation has been corrected, the President will note the details (resolution) in the Complaint Log and the Complaint will be deemed “Closed”. The originator of the Complaint will be informed by the President of the final outcome.
15. Steps within the process will be documented on the Complaint Log maintained by the President.
16. The Complaint Log will be made available to Association Members upon request and will be added to Board Meeting Agendas for open discussion as needed.