

## COMPLAINT / GRIEVANCE RESPONSE POLICY AND PROCEDURES

1. Complaint is received verbally, either by phone or in person, or in the body of an email:
  - a. It should be recommended by the person receiving the complaint or grievance that it must be filed in writing on the approved form, (see attached) and either mailed or emailed to the Secretary at PO Box 583, Roundup< MT 59072 or [rmla.secretary@outlook.com](mailto:rmla.secretary@outlook.com)
2. Once the Secretary has received the properly submitted grievance or complaint, the Secretary then begins a response form (see attached) The Board should then be notified and copied on the complaint, and the response form. **EACH RESPONSE ACTION FROM THIS POINT FORWARD WILL BE NOTED ON THE RESPONSE FORM.**
  - a. The Board then meets, either in person, or by phone or email to review the matter.
    - i. If the issue is not a violation of any of the governing documents, (perhaps a disagreement between landowners on boundaries or noise violation) the complainant should be informed that it is up to them to report a violation of law to the proper authorities for further handling.
    - ii. If the issue is in violation of any of the governing documents of the Association, then the Board as a group shall choose 2 Board members as a response team.
      1. One of the response team will contact the landowner, either by phone or email, inform them of the nature of the complaint and the consequences in fines, and ask for an opportunity to meet and discuss the issue. The meeting place should be determined by the landowner but must be either at the landowner property or within a reasonable distance from the subdivision. If the issue is resolved at this point, notes shall be posted to the response form and the issue closed. The completed forms shall be returned to the Secretary for filing.
      2. Should the resolution not be achieved in item # 1, a "First Notice" violation letter will be sent both by regular mail and certified return receipt mail. This letter will state the violation and the fine(s) associated with the violation, and the time for the landowner to reply to the letter and compliance to be achieved. The time allowed should be decided by the Board on a case-by-case basis and should take into consideration the tasks which need to be accomplished.
      3. Should the first notice not be successful in resolution, a "Second Notice" letter, reiterating the issue will be sent both by regular mail and certified return receipt mail. The time between contacts will be decided by the response team, again, on a case-by-case basis.
      4. If no resolution is reached after the second notice, a "Final Notice" letter will be sent both by regular mail and certified return receipt mail.
      5. If the attempts described in items 1 – 4 are not successful, the Board then takes legal action as described in the governing documents.

\*\* The Secretary will be responsible for the creation of the documents – at the direction of the Response Team.