



Better Call Mike

The correct Conflict process is as follows:

All member complaints are to be brought **first** to the Membership Committee.

From there, the MC reviews the situation and consults with Mike

Adray for guidance and direction. Once that guidance is provided, the MC is responsible for taking the appropriate next steps.

The only exception to this process is if a member does not feel safe bringing the issue to the MC or has a complaint about a member of the MC - in that case, a member can go directly to Mike.

To the right are all the issues that Mike would deal with, and won't deal with. If you are having issues...Call Mike.

You can Call him at: 714-769-4618

or Email him at: BNIMemberServices@gmail.com

If you email him with information he will call you back.

What goes to Mike?

Anything to do with Members...

- Attendance/ Subs/Lates/Managed Leave
- Complaints in writing or not in writing
- Probations
- BNI Policies and Code of Ethics Violations
- Opening a member's seat
- Non Renewing a member
- Lack of Participation
- Removal of Leadership Team Members
- Accountability issues
- Approval of ALL accountability PRIOR to sending to members

What DOES NOT go to Mike?

Admin - Anything to do with Member Processes:

- Payments
- Applications for new or renewal
- Changing anything on their profiles
- Transfers
- Anything that has to do with BNI Connect
- Anything to do with our Processes
- Problems with the website, connect, or BNI Academy
- Chapter Placement Issues this area