

Complaint Protocol

How to lodge a complaint.

1. There are complaint forms in the pool area on the wall between the men's and ladies' bathrooms, you may use these forms and put them into the locked box for review. Please include your name and phone number, and any witnesses that may have been present. Give as many details as you can.
2. You may email the Tukwila office regarding the complaint, this constitutes a complaint in writing. Site the rule you believe was broken and the persons involved, and again put in witnesses names as well.
3. All complaints must be signed or in case of email your name must be on the complaint. You will receive a follow-up call to discuss the violation so be sure your phone number is there as well. If not, we cannot go ahead with the complaint.

How the complaint will be handled.

1. All complaints will be followed up with a phone call to each party, giving each party a chance to explain their reasons for their actions.
2. The pool committee in part or whole, will decide if the complaint warrants further action. All complaints will be reported to the board in the monthly meeting.
3. If anyone has two formal complaints determined to be valid in the current season the homeowners fob will be turned off for a period of 30 days, after they have the opportunity to appeal. Per legal council we will not turn a fob off without the opportunity to appeal. All appeals are done in writing and registered to the Tukwila office within 7 days of receipt of the notice. We will allow 3 days for mailing.

When pool usage is suspended

If it is determined that your fob will be shut off, it will be for 30 days of pool usage. Days of pool usage means that this penalty will be continued into the next season if the duration goes past the closing of the pool in September. When you are eligible to have your fob turned back on you must go to the Tukwila office and sign another copy of the rules.