

Guidelines for Handling Complaints

Purpose: Provide structure so complaints are handled in an organized, systematic, consistent way.

Step 1: Neighbor-to-Neighbor

Many complaints can be avoided by knocking on a neighbor's door and having a friendly conversation regarding activities, disputes, etc. We should know our neighbors; be friendly.

Step 2: Formal Complaint Form

If an issue between neighbors regarding activities, disputes, etc. cannot be resolved with a friendly conversation and thereby persist or escalate, complete a Complaint Form. This form is available for download on the LHEA website (www.lakesidehillshoa.com/), from Block Captains, the LHEA Recording Secretary, and outside the LHEA office in Clubhouse. **Note:** *Anyone may complete a Complaint Form – member, visitor, director, vendor, etc.* Following this process avoids unnecessary actions based on undocumented rumor.

1. Write date and your information in the top section of the form.
2. Write specific details, dates, times of what you've observed, and include any pictures or other supporting factual details and information in the second section of the form.
3. Write only one type of complaint per form to ensure that proper follow up takes place that can lead to resolution of the complaint. Do not combine two or more issues on one form.
Example: *If while investigation or documenting a guest/intent to share violation another violation such as excessively high weeds and untrimmed shrubbery, piles of dog feces, etc. is found, fill out a separate Complaint Form for the additional issue.*
4. Write what actual rule(s) from LHEA Convents, By-laws, Rules & Regulations is violated. **Note:** *To make sure that you are using the most current, approved information, download governing documents from LHEA website (www.lakesidehillshoa.com/) or get copies from LHEA Recording Secretary.*
5. **Sign the form.**
6. Turn in the signed and dated form to the appropriate Block Captain. **Note:** *If the Block Captain is by-passed and the form is submitted to a Board member, the Board member will accept the form and deliver it to the appropriate Block Captain.*
7. **Procedure Exception:** An urgent situation may develop that is not in the best interest of LHEA to follow normal procedures of having a signed and dated Complaint Form before paying a visit to the unit owner or sending a notice in writing. In this situation, a blank Complaint Form will be taken to the unit and used to document the encounter. A member of the Board of Directors accompanied by a Block Captain or another Board member may move forward prior to or in place of a visit from the Block Captain.

Example of time sensitive and urgent situation: A resident is conducting an unapproved carport (garage/estate goods) sale that is known to be advertised outside LHEA community based on classified advertisement in the newspaper, online advertisement such as Craig's List, signage posted outside our boundaries such as sign on Hwy. 98N.

Step 3: Follow-up of Complaint Form

1. Before initiating a personal visit, the appropriate Block Captain should review the Complaint Form with the person submitting the form to clarify details and fill in any missing information.
2. A primary meeting (first warning) with the unit owner named in the complaint will be conducted by the appropriate the Block Captain and one other individual such as another Block Captain or Board member. The purpose of this meeting is to communicate with the owner the nature of the complaint, how the situation violates Covenants, By-laws, Rules of the Association; and, to discuss how and when the owner will comply by correcting the existing situation. **Note:** *For absentee owners, the primary meeting (first warning) may be conducted by conference call and/or by written communication signed by the President of the Board of Directors.*
3. During a successful meeting, the unit owner, Block Captain and accompanying member will agree on a specific timeline for resolution of the situation listed on the complaint.
4. In the event of refusal to comply, the unit owner will be advised of the consequence of non-compliance (second and third warnings) that may be taken by LHEA.
5. After the meeting the Block Captain and accompanying member will write notes on the bottom section of the Complaint Form regarding what happened at the encounter, including the following: date, start time, end time, conversations, perceived point of view of the unit owner during encounter, any agreed upon timeline for problem resolution up to 30 days, or refusal to comply and possible next steps by LHEA. **Note:** *Hearsay, rumor, and "predictions" of possible behavior will be avoided.* The follow-up comments should be factual and collaborated by both individuals conducting the meeting.
6. A copy of the completed Complaint Form and any accompanying notes from the meeting should be taken by the Block Captain to the Advisory Council Chair as soon as possible after the contact.
7. The Advisory Council Chair will oversee/participate in appropriate follow-up, and will report all actions in writing to the President and Vice Presidents of the Board with a copy to the Recording Secretary for LHEA records.
 - a. If the unit owner claims lack of awareness of community rules and governing documents:
 - The Membership Chair should be notified and receive a copy of the Complaint Form. A representative from Membership may participate in follow-up.
 - b. If the complaint involves property outside the home such as accumulated trash, excessive mold, unkempt vegetation, etc.:
 - The Grounds Chair should be advised and receive a copy of the Complaint Form. A representative from Grounds may participate in follow-up.
8. In the event of continuing failure of the unit owner to comply with the Covenants, Bylaws and/or Rules and Regulations of Lakeside Hills Estates Association, Inc., the Guidelines for Consequences of Non-Compliance will be followed.