

## Long Meadow Ranch Property Owners Association Grievance Procedure

In the event of a grievance or complaint by any Member of Long Meadow Ranch Property Owners Association (LMRPOA) including any member of the Board of Directors of LMRPOA (Complainant); against any other Member, Board Member or property owner (Alleged Violator) alleging violations of matters set forth in the Declaration of Covenants, Conditions and Restrictions (CC&R's) of LMRPOA, as amended; or violations of the By-laws of LMRPOA, as amended, then Complainant shall proceed in the following manner.

1. Complainant must endeavor to resolve the conflict in an amicable and neighborly manner by first discussing "in person" the grievance or complaint directly with the Member (property owner) considered by the Complainant to be in violation. After the "in person" discussion and if deemed necessary by the Complainant, Complainant may reduce to writing the grievance or complaint, addressing a complaint letter to both the Alleged Violator (property owner) and the LMRPOA Board, delivering such by US Mail to the property owner considered to be in violation, with a copy delivered by US Mail to the LMRPOA Board. Failing a resolution in this fashion, if Complainant seeks further resolution of the unsettled grievance or complaint, and before seeking any "action at law", the Complainant shall proceed in the following manner:
2. Complainant shall draft a formal written complaint letter setting forth in detail all the facts and/or conclusions (no generalizations) regarding the alleged violation(s) and cite the specific and respective CC&R or By-law provisions relative to such violation(s). Any offers of proof shall be set forth in said complaint letter, including dates of violations (if continuous, so allege) and a summary of all steps taken by Complainant, if any, to resolve the violation; or any steps taken by the Alleged Violator to mitigate the alleged violation.
3. Complainant shall address the complaint letter to both the Alleged Violator (property owner) and the LMRPOA Board, sign the complaint letter and mail by certified mail, return receipt requested, to the President of LMRPOA together with a copy, certified mail, return receipt requested, to Alleged Violator (property owner).
4. The Board of Directors shall, within thirty (30) days of receipt of said complaint letter set a date certain for an informal hearing. Board shall notify the Complainant and Alleged Violator of the time and date of the informal hearing. In the event the Complainant is not personally present at the informal hearing, the Board shall, in its capacity as Grievance Committee, dismiss the complaint.
5. The hearing shall be chaired by the President of LMRPOA or his/her appointee. The hearing shall be open to all Members. Any Member, the Complainant, or Alleged Violator, having a conflict of interest shall not be permitted to act as a member of the Grievance Committee. The duty of the Grievance Committee shall be to act as a "fact gatherer", to make "findings of fact" and to mediate in an attempt to resolve the conflict.
6. In the event the grievance or conflict is not resolved by the informal hearing, the LMRPOA Board may take whatever action it deems appropriate, reasonable, defensible and cost-effective, based on its "authorized powers", under the CC&R's and By-laws. In event the Board elects to take "no action" it shall notify all parties in writing of its decision. Any Board action or decision shall be recorded in the books of the Association. Notwithstanding any Board action or decision, Complainant and/or Alleged Violator may take whatever legal action they may deem appropriate.