

Leisure Valley Ranch RR&P's Appendix XII

LVR Complaint Process Flow

The table listed below is the NEW and APPROVED (2-23-2023) Complaint Process and Form

This document does follow our Lawyers recommendations

Legal Note:

Once the Complaint has been turned into the business office divulging any information regarding the Complaint may result in Legal action

Note:

During the off season (Summer Months) the timeline will be flexible due to the majority of the resources are gone for the summer

Steps	Property Inspections and Compliance Process	Maximum Estimated Business Days
1. The owner prepares the complaint form in writing	<ul style="list-style-type: none"> • Any owner can register a complaint or grievance concerning another owner or situation in Leisure Valley Ranch with the LVR Board of Directors for resolution using the LVR Complaint Form • Please complete all sections of the form. The LVR Board will not accept incomplete or unsigned forms. • The LVR Board will not address any compliant/issue/concern that is not within the scope of the LVR governing documents. • Place the completed form in a sealed envelope and drop the envelop off at the LVR Business Office 	
2. The owner turns in Complaint Form	<ul style="list-style-type: none"> • The owner turns in the Complaint Form to the Business office. The complaint form must be in a sealed envelope and addressed to the LVR Board. If the owner does not have an envelope, the Business office will supply one. The owner will insert the completed complaint and seal the envelope. • The business office representative annotates the sealed envelope as to the time and date stamp as received and assigns it an "LVR Complaint Number". 	Day of Submission

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	<ul style="list-style-type: none"> • The business office records the complaint into the complaint log. • The business office will call the LVR President, or the next LVR Board member down the line, and inform them they have received a complaint. • Complaints will be tracked, followed, and have documents retained aligned with this number. 	
3. LVR Board Member Initial Review	<ul style="list-style-type: none"> • The LVR Board President or representative will review the complaint within 2 business days of receipt in the business office. • The LVR Board will route the complaint to the appropriate party or group for investigation and action – referred to as the “Action Representative (AR)” throughout this process flow. The AR is a member of the LVR Board, and the AR may change during the season. The LVR Board will select the member to be the AR. 	2
4. LVR Board member initial contact with the complainant	<ul style="list-style-type: none"> • The LVR Board member will ensure that the person that had registered the complaint is contacted and told that the complaint has been received. 	5
5. Action on Complaint by the assigned AR	<ul style="list-style-type: none"> • Each complaint will be unique and require actions and resolutions which are unique to the specific complaint being acted on. • The AR will review the complaint and determine the best course of action, estimated time for completion, and resolution. • The AR will communicate to any resources or individuals that will be required to resolve the issue <ul style="list-style-type: none"> ○ What is expected ○ Timeframe for resolution ○ Resources available to assist in resolution. 	TBD
6. Keeping the LVR Board Informed	<ul style="list-style-type: none"> • Depending on the complexity of the complaint the AR will keep the LVR Board updated every 5 business days until a resolution is reached 	Every 5 days

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7. Resolution	<ul style="list-style-type: none"> The AR will make their recommendation to the LVR Board and the LVR Board will issue their findings. 	TBD
8. Administrative Action upon Initial Resolution	<ul style="list-style-type: none"> The complaint form along with all other pertinent documents, paperwork, and communication records will be retained in the Complaint file for that Complaint Number. All complaint forms and documentation will be secured in a locked file cabinet 	3
9. Appeal	<ul style="list-style-type: none"> If after being informed by the AR of the results of their complaint the complainant is not satisfied with the outcome, they have the right to appeal the results to the LVR Board for final resolution. Appeals must be made within 15 business days of initial notification of the complaint resolution. To appeal the complainant will notify the AR that handled their complaint that they desire to appeal the results to the LVR Board 	15
10. Appeal reviewed by LVR Board	<ul style="list-style-type: none"> The AR will notify the LVR Board Secretary that there is an appeal, and the Secretary will schedule the appeal to be heard at an Executive Session of the LVR Board. 	Scheduled Executive LVR Board Meeting
11. Final Actions or resolution	<ul style="list-style-type: none"> Once the LVR Board hears the complaint on appeal and issues a ruling or action, that will be considered the final resolution 	3

Leisure Valley Ranch RR&P's Appendix XIII LVR Complaint Process Form

During the off season (Summer Months) the timeline will be flexible due to the majority of the resources are gone for the summer	
<ul style="list-style-type: none"> • The LVR Board of Directors will not address any complaint, issue or concern that is not within the scope of the LVR governing documents. • Please use one form for each LVR Covenant/Complaint/Issue or Concern. • Please complete all sections of this form. • The LVR Board will not accept incomplete or unsigned forms. • Please attach additional sheets of paper if required. • Contact the appropriate outside agency for all other issues outside of the LVR HOA authority. • Place the completed form in a sealed envelope and drop the envelop off at the LVR Business Office during normal business hours Monday through Friday from 9:30 a.m. to 11:30 a.m. • You will be contacted by the person in charge of that area of concern within 5 business days. 	
Your Name	
Your LVR address	
Your LVR lot number	
Your Phone number	
Your E-mail address	
Identify the other lot owners involved in this issue. Please provide their	
Name	
Address	
Lot number	

What LVR governing document has been violated or is in non-compliance? (In our Covenants (CSR), Bylaws, and Roles, Rules, and Procedures (RRNP's)).	
Governing Document Section Name	
Governing Document Page Number	
Describe in detail the complaint issue or concern.	
Describe in detail what resolutions steps or measures have been taken by you, the lot owner.	
Describe the desired outcome or resolution that you want.	

Lot owner signature required and by signing this form, you are agreeing to complete transparency.

Signature _____