

Appendix X
LVR Complaint Process Flow

Steps	Property Inspections and Compliance Process	Maximum Estimated Business Days
<p>Step 1:</p> <p>The owner prepares the complaint form in writing</p>	<p>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 (See Appendix XIII) ○ Please complete all sections of the form. The LVR Board will not accept incomplete or unsigned forms.</p> <ul style="list-style-type: none"> ○ The LVR Board of Directors will not address any complaint/issue/concern that is not within the scope of the LVR governing documents. ○ Place the completed form in a sealed envelope and drop the envelope off at the LVR Business Office 	
<p>Step 2:</p> <p>The owner turns in Complaint Form</p>	<p>The owner turns in the Complaint Form to the Business office. If the owner does not have an envelope, the Business office will supply one. The owner will insert a complaint and seal the envelope.</p> <ul style="list-style-type: none"> ○ The business office representative annotates the sealed envelope as to the time and date stamp as received and assigns it an “LVR Complaint Number”. The business office records the complaint into the complaint log. ○ The business office will call the President of the LVR Board, or the next 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. 	Day of Submission
<p>Step 3:</p> <p>Board Member Initial Review.</p>	<p>The LVR Board President will review a complaint within 2 business days of receipt in the business office.</p> <ul style="list-style-type: none"> ○ The Board President will determine and route the complaint to the appropriate party or group for investigation and action – referred to as the “Action Representative (AR)” throughout this process flow. 	2

<p>Step 4.</p> <p>Board member initial contact with the complainant</p>	<ul style="list-style-type: none"> · The Board member will ensure that the person that has registered the complaint is contacted and told that the Complaint has been received and what action is being taken to address the complaint within 5 business days of receipt in the business office. This notification will be in writing. <ul style="list-style-type: none"> ○ (Note: this does not mean the complaint is resolved but merely a notification that the complaint is being acted upon) 	<p>5</p>
<p>Step 5:</p> <p>Action on Complaint by the assigned Action Representative (AR)</p>	<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. <ul style="list-style-type: none"> ○ The AR will review the complaint and determine the best course of action, estimated time for completion, and resolution. ○ The AR will communicate to both the complainant and any resources or individuals that will be required to resolve the issue <ul style="list-style-type: none"> i. What is expected ii. Time frame for resolution <p>Resources available to assist in resolution.</p>	<p>TBD</p>
<p>Step 6:</p> <p>Keeping the Complainant Informed</p>	<p>Depending on the complexity of the complaint the AR will keep the complainant updated every 5 business days until a resolution is reached</p> <ul style="list-style-type: none"> iii. The AR will make their recommendation to the Board, and the Board will issue their findings. 	<p>Every 5 days</p>
<p>Step 7:</p> <p>Resolution</p>	<p>Once the Board has resolved the matter in their view the complainant will be notified of the actions and results of the complaint in writing</p>	<p>TBD</p>
<p>Step 8:</p> <p>Administrative Action upon Initial Resolution</p>	<p>Once the Complainant has been informed of the Board's resolution:</p> <ul style="list-style-type: none"> ○ The Date and time of communication to the Complainant will be logged into the Complaint log <p>The complaint form along with all other pertinent documents, paperwork, and</p>	<p>3</p>
	<p>Communication records will be retained in the Complaint file for that Complaint Number.</p> <ul style="list-style-type: none"> ○ ○ All complaint forms and documentation will be secured in a locked file cabinet 	

<p>Step 9: Appeal</p>	<p>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.</p> <ul style="list-style-type: none"> ○ Appeals must be made within 15 business days of initial notification of the complaint resolution. <p>To appeal the complainant will notify the AR that handled their complaint that they desire to appeal the results to the LVR Board</p>	<p>15</p>
<p>Step 10: Appeal reviewed by LVR Board</p>	<p>The AR will notify the 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.</p>	<p>Next Regularly Scheduled Board Meeting</p>
<p>Step 11: Final Actions or resolution</p>	<p>Once the Board hears the complaint on appeal and issues a ruling or action, that will be considered the final resolution</p>	<p>3</p>

Appendix XI

LVR Complaint Process Form

USE One Form for each LVR Covenant Complaints/Issues/Concerns.

Please complete all sections of this form. The LVR Board will not accept incomplete or unsigned forms. Attach additional sheets of paper if required. The LVR Board of Directors will not address any complaint/issue/concern that is not within the scope of the LVR governing documents. Contact the appropriate outside agency for all other issues outside of LVR HOA authority.

Place the completed form in a sealed envelope and drop the envelope 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 an LVR Board Member within five (5) business days.

Date: _____

Print Lot Owner Name: _____

Lot Owner Signature (Required By signing this form you are agreeing to complete transparency)

LVR Address: _____

Lot Number: _____ Phone Number: _____ Email Address: _____

Identify the other Lot owner(s) involved in this issue. Provide name, address, and lot number: _____

What LVR governing document has been violated or is in non-compliance (Covenants, By-Laws or Roles, Rules and Procedures (RR&P)? _____

Provide LVR governing document Section Name and Page Number: _____

Describe in detail the Complaints/Issues/Concerns. _____

Describe in detail what issues resolutions measures have been taken by you the Lot Owner:_____

What is the desired outcome or resolution regarding your complaint?_____
