

Laurel Park Executive Committee Guidelines for Complaints

It is the responsibility of the Executive Committee (EC) of the Homeowners' Association of Laurel Park (HALP) to ensure that the Association bylaws and rules are followed. From time to time, members of the Association may file concerns or complaints with the EC regarding perceived violations caused by other members and/or residents of the community. It is the hope of the EC that these situations can be dealt with in a responsible and respectful matter both ensuring that the community bylaws are followed and the community members are fairly treated. With that as a goal, the following will be the procedure followed by the EC when a complaint or concern is made.

- 1) If a community member or resident has a concern that a bylaw or rule is not being followed, they should first try to raise their concern with the individual if possible. Many issues can be resolved directly with one another.
- 2) If a community member or resident feels they are unable or unwilling to directly communicate their concerns to the individual or individuals involved, they may call or write a member of the EC to voice their concern. The EC will determine whether the complaint or concern falls under the purview of the EC or whether a complaint should be filed with a state or local entity. If the concern is an emergency, it is most likely that it is outside the responsibility of the EC and needs an emergency response from local authorities.
- 3) A letter from the EC will be sent to the homeowner stating the violation of the bylaws. This can be assumed to be a letter of warning. A homeowner may ask to meet with the EC to explain if they feel the letter has been received in error.
- 4) If a second violation is reported to the EC for review, the EC will notify the person or persons involved, both the alleged offender and the complainant, that a complaint has been filed and it will be reviewed and discussed at the next EC meeting. Both parties will be encouraged to attend for the discussion.
- 5) At the EC meeting, both parties may offer their information pertaining to the alleged violation. This discussion will be held in Executive Session of the EC to preserve the privacy of the situation for the involved members. The EC will determine if a violation has in fact occurred and what if any consequence must be taken according to the guidelines for assessing fines.
- 6) Once a decision is made by the EC, both the purported person or persons and the complainant will be notified of the outcome. If the matter affects the community at large, the community will be informed of the decision and outcome.

It is the hope of the EC that these guidelines will assist all of us as we strive to have a community based on fairness and transparency.