

## **JBMI Complaint Process –Short Version**

*(This is an abbreviated version of the **Procedural Rules for JBMI Assessment and Complaint Procedure** and also refers to the **December 2011 Enforcement Resolution**; both of which can be found at [JBMI.net](http://JBMI.net) or the Office.)*

1. Any employee or certificate holder or resident living in JBMI (Jantzen Beach Moorage Inc) may submit a written complaint resulting from an allegation that there has been a violation of the Bylaws or Rules/Regulations to the Management Office. This can be submitted in the following manners:
  - On the JBMI **Complaint and Issue Management Form** available at the office or on the moorage website (JBMI.net) – preferred.
  - Handwritten document.
  - E-mail transmission.
2. The Management Office is to log the complaint within two days. The log will reflect all activity regarding the complaint from beginning to end. Any complaints regarding architectural matters will not be subject to this process. Complaints regarding architectural matters are to be referred to the Architectural Committee. The Management Office is to contact the person(s) who filed the complaint to acknowledge receipt within two days and obtain additional factual information and preferred communication preferences. Contact can be conducted in the following manner:
  - Phone
  - E-mail transmission
  - Letter via first class mail
3. The Moorage Manager will have the following authority regarding any complaint submitted:
  - a. Make an initial determination if a violation has occurred and the complaint is subject to an assessment and refer the matter to the Assessment Committee. The Moorage Manager shall notify both the complainant and respondent in writing within 5 days of such referral.
  - b. Handle the complaint internally to resolve the complaint in a satisfactory manner for all parties concerned and notify all parties in writing within five days via first class mail.
  - c. Refer to an outside agency and notify all parties in writing within 5 days.
  - d. Reject the violation and notify all parties in writing within five days via first class mail.
  - e. Determine if a conflict of interest exists and refer to the Assessment Committee because a moorage employee is named as the complainant, respondent or witness. If a conflict of interest exists, notify all parties in writing via first class mail within two days that the matter will not be acted upon by the manager.
4. If the person(s) submitting the complaint /violation does not agree with the manager’s determination regarding the complaint/violation, the person(s) can request a review by the Assessment Committee within 14 days of the manager’s determination.
5. The Assessment Committee shall have the authority to make findings, subject to board approval, which findings shall not be disturbed unless the Board of Directors (BOD) finds there has been an abuse of discretion by the Committee. The Assessment Committee may make following findings:
  - a. Approving or disapproving the complaint.
  - b. Determining the assessment amount.
  - c. Refer to an outside agency for mediation.
  - d. Determine a conflict of interest exists because a Committee member is named as the complainant, respondent or witness or because a Committee member’s household would be

- financially affected by the outcome of such determination by the Committee. In such case the matter shall be referred to the board to appoint an alternate to review the matter instead of the conflicted Committee member.
6. The Assessment Committee will submit all findings to BOD for final approval or disapproval and notify all parties accordingly within 30 days of referral to the committee unless the committee reports to the board that it will require additional time to review the complaint and such extension is approved by the BOD.
  7. If the person(s) filing the complaint or the person subject to assessment does not agree with the final determination by the BOD, they may request an appeal in writing within **30** days of the delivery date of notice. The appeal shall be heard by the BOD in accordance with the ***Enforcement Resolution*** dated December 30, 2011