

MEMBER RELATION COMMITTEE POLICY

PROCEDURES

1. It is each members' responsibility to make every attempt to resolve the problem. These attempts must be well documented.
2. If a resolution cannot be reached, each party to the dispute shall choose a representative. These representatives shall choose a third person. The choice of the third person must be agreeable to all parties to the dispute. All three representatives must be members or associate members of Dundee Court.
3. The three representatives shall strive for a resolution to the problem which must be acceptable to all parties.
4. At this point, if the problem remains unsolved, the mutual third party shall present the problem to the Member Relations Committee.

This must be done in writing on a Member Relations Committee form, which may be obtained from any member of the Member Relations Committee.

These forms must be returned to the Committee Chairperson.

5. The Member Relations Committees will review the complaint and respond in writing to the mutual third party within seven (7) days.

A meeting will be set up with the original complainants.

6. The Member Relations Committee will review the meeting and documentation and offer possible solutions/recommendations.

A written response will be given to the complainants within seven (7) days. This response will include a date for follow up.

7. If a solution cannot be reached the Member Relations Committee will refer the problem to the Board of Directors.