



**Complaint Resolution Procedure
Amended August 16, 2012**

If a member has a complaint about the operation of the community council, its officers or programs, s/he is encouraged to speak with the person, officer, or program manger about the complaint and attempt to informally resolve the complaint.

If the informal approach is unsuccessful, the complainant should contact the president about submitting a formal complaint. The steps in the formal complaint resolution procedure are listed below.

1. Within 30 calendar days of contacting the president regarding the submittal of a formal complaint, the complainant will submit a written complaint itemizing and documenting the allegation(s) with times, dates, witnesses, etc. The complaint should state what remedy the complainant seeks to achieve by the submitting the formal complaint.

The complete documentation should be submitted to the president. The president will notify the community council and the board of trustees that a formal complaint has been received and identify the steps and timeline, according to this procedure, for the resolution of the complaint.

If no formal complaint, with documentation, is received within 30 days of contacting the president, the complaint shall be dismissed.

2. The board of trustees will hear a formal complaint at its next regular meeting, provided that the respondent has at least 14 days to respond to the allegation(s). If that deadline cannot be met, the complaint will be heard at the next following regular board of trustees meeting. The president will provide complaint copies to the board of trustees and to the respondent.

3. The respondent shall have at least two weeks before the board of trustees hearing to prepare an itemized written reply to the allegation(s) in the complaint. The president will provide copies of the response to the board of trustees and the complainant.

4. The complainant will be allowed 20 minutes to present his/her case to the board of trustees. The respondent will have 20 minutes to present his/her response. The trustees may question either party after her/his 20 minute presentation. Each party will have five minutes to summarize her/his allegation(s) and response(s).

5. The board of trustees will immediately meet in executive session to deliberate on the merits of the allegation(s) and the response(s) to the.

6. The board will present its findings and decision(s) as soon as practicable to the parties. The board will present its findings and decision(s) to the community council at the next regular community council meeting.