

Lake Wauwanoka Complaint Policy

Date Created: July 18, 2020

Policy Author: Michael Paillou & Bill Thompson

Date Board Approved: July 23, 2020

Policy Description: This policy describes what steps will be taken by the Board when a complaint is received by Lake Wauwanoka Inc.

Policy:

1. Any member, official, employee or representative of the Board of Lake Wauwanoka who receives a verbal complaint shall request the complaining party to make a written complaint to the lake email address: info@wauwanoka.com or via USPS Regular Mail.
2. Any verbal complaints will be evaluated on a case by case basis based upon the severity of the original complaint.
3. Written complaints received shall be distributed via email to the full Board membership for full awareness and transparency.
4. The primary Board designee assigned to resolve the complaint will be the main addressee of the email, all others will be CC:.
5. The Board designee will investigate, validate and attempt to resolve the issue per Lake Wauwanoka governing documents.
6. Once resolved or updated, the Board member will reply to the lake email address and CC: all other members of the Board with a resolution or update.
7. The complaint will be classified as closed.
8. Any member, official, employee or representative of the Board of Directors may have the option to refer back to the full Board any complaint which they feel uncomfortable, unqualified to handle, or for personal or professional reasons may appear to be a conflict of interest.

Action: (If applicable)

Change Log

Date	Author	Description
7/18/20	M Paillou/B Thompson	Created

