

Resolution A: Complaint management.

We are first and foremost a community of neighbors. We accord the highest priority to resolving differences of opinion among owners or between owners and the Board in a congenial and considerate fashion. Only when this effort has failed should a more formal complaint be considered by an owner or owners and submitted to the Board.

We note that there are two types of complaints, informal and formal, that an owner(s) may make about the behavior of other owners, residents, the Board, or about conditions at GC judged to be unsatisfactory.

Informal complaints are usually verbal but could be in writing. Those filing an informal complaint can remain anonymous if requested. Informal complaints serve to alert the Board that there is a problem an owner or owners believe the Board should look into at the Board's discretion.

Formal complaints must be in writing and must be signed by those filing the complaint. These are typically a plea for the Board to take some action against those or things that are the object of the complaint. A copy of the letter of complaint can be made available to those who are the object of the complaint. If a complaint alleges that a violation of the provisions of one or more of our governing documents has occurred, and the Board agrees that there may have been a violation, then the procedures described in Resolution #03 (Rules and Regulations Enforcement / Collection Policy) apply.

--Adopted by the GCA Board on September 20, 2011