

The Cascades Master Board Grievance Procedure

This outline and process will be followed whenever there is a formal, in-writing, complaint/dispute that needs resolution, as deemed by Management, or the Association President, from the Master Board.

- A. Grievance is submitted to Management, who will send a written acknowledgement of the grievance within 10 days to all the parties involved and confirm receipt of all submitted documentation. Management will also provide the complainant and the party the grievance is against, a copy of the dispute resolution procedures.
- B. Board members must recuse themselves when they have personal interests in dispute outcomes, direct relationships with complainants, or financial stakes in resolution results. Document all recusals and the reasons for them.
- C. The Master Board President or Management will assign the case to the Investigation Committee. (comprised of 3 Master Board members)
- D. Using up to 30 days, the Investigation Committee will conduct the thorough review of the complaint. Reviewing documents, pictures, video, conducting site visits, if necessary, and conducting interviews of all parties involved.
- E. The documented Findings by the Investigation Committee are turned over to the Master Board President along with any recommendation of action needed by the board. If the Master Board is to act on the grievance, the grievance is added to the next scheduled Master Board Meeting agenda for residents to hear the grievance and penalty, if levied.

- F. Within 20 days of the Board Meeting where the grievance was read to the association, and a penalty was imposed, the Grievance Committee will meet with the parties involved for the appeal process, and final ruling. This committee will either uphold the penalty imposed by the board, send it back to the Board for review of the penalty, or reject the Boards penalty altogether. The Grievance Committee is the final phase, and the final word of the process. Management shall send to the parties a clear statement of the findings and conclusions of the Grievance Committee, specific actions required by each party, if any, and the timeline for compliance.
- G. If the Grievance Committee sends the matter back to the Board, the matter shall be added to the next scheduled Master Board Meeting agenda. Within 20 days of the Board Meeting where the grievance was reconsidered as per the directive of the Grievance Committee, and a penalty was imposed, Management shall send to the parties a clear statement of the findings and conclusions of the Grievance Committee, specific actions required by each party, if any, and the timeline for compliance.