

Complaint Process

Refer to attached Complaint Form

- 1) An association member approaches or is referred to an LSA board member regarding with a concern about a potential by-law infraction.
- 2) LSA board member provides complaint form / link to [www.lake-shannon.com](http://www.lake-shannon.com) for association member to research and document the section of the by-laws that is in question.
- 3) Association member submits a complaint form via e-mail, mail or in person to a board member to bring to next LSA Board Meeting for review.
- 4) Complaint reviewed by Board at next scheduled board meeting to assess and determine appropriate course of action.
- 5) Complaint follow-up assigned to responsible Trustee. (ACC, Lake Level, Boating...etc.)

Potential actions could include:

- a. Trustee communicates to alleged Violator – in writing- about potential infraction and necessary remedy in accordance with by-law. Propose hearing with sub-committee or Board at next available date.
- b. Trustee investigates any historical conditions that may set precedence for violation under review.
- c. Alleged Violator to present evidence to sub-committee or Board with respect to alleged infraction and plan for compliance – within a given time period.
- d. Sub-committee or Board renders a decision – in writing - with respect to alleged violation.
- e. Trustee communicates decision to alleged Violator (and Complainant in most cases) - in writing:
- f. Trustee monitors the actions taken to comply, per agreed upon plan and assesses fine notifications if compliance is not achieved. Documentation of fines forwarded to Accounts Receivables to document on Dues Invoices.

**Lake Shannon Association By-Law Infraction/Complaint Form**

To assist the Lake Shannon Association Board, **please print** the details of your inquiry below and forward complaint to \_\_\_\_\_.

**For the most up-to-date version of the LSA By-Laws, please refer to the website: [www.lake-shannon.com](http://www.lake-shannon.com) and proceed to the 'by-laws' tab**

**Subject Property Information**

Property/Address/Location: \_\_\_\_\_

**I, \_\_\_\_\_, residing at \_\_\_\_\_ do hereby lay and serve complaint against the owner of the above-noted property with respect to the following conditions that are occurring and may not conform to the By-laws of the Lake Shannon Association.**

- By-Law Article #**
- (VIII) Building Restrictions and ACC**
  - (IX) Association Property Management**
  - (X) Lake Level**
  - (XI) Boating Regulations & Mooring Facilities**
  - (XII) Hunting / Fishing Regulations**
  - (XIII) Restrictions – General**
  - (XIV) Rules of the Road**

**Details of Complaint** (If extra space is required please attach an additional sheet)

<b>SECTION #</b>	<b>PARAGRAPH #</b>	<b>PAGE #</b>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

*I HEREBY acknowledge that all complaints are confidential until such time as the complainant may be asked to meet with the LSA Board in support of the complaint.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Complainant Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

e-mail address: \_\_\_\_\_