

1 Nisqually Pines Community Club

2 Complaint Procedures/Policy

3 Effective May 10, 2012

4 Revised November 2014

5

6 This policy provides guidelines how to file a complaint, how it will be handled, and who will take care of  
7 the issue.

8

9 Complaints MUST be in written form on an official NPCC complaint form.

10 Complaints MUST be signed by the complainant, the property owner.

11 Complaints MUST contain the address of the complainant.

12 Complaints MUST be turned into the NPCC office.

13

14 Complaints not meeting the above requirements will not be acknowledged. Written form must be a  
15 completed Complaint Form received from the office or downloaded from the Nisqually Pines website,  
16 [www.nisquallypines.com](http://www.nisquallypines.com). Pictures, if available, should accompany the written complaint.

17 Complaints will be date stamped when they are received. Electronic complaints will be printed and date  
18 stamped the day they are received. A copy of the stamped received complaint will be provided to the  
19 complainant either at the office or via email.

20 Pines office staff will review the complaint and determine the proper routing. If the office staff cannot  
21 determine who should receive the complaint, they will confer with their contact.

22 A COPY of the complaint will be given to the following:

23 Property Administrator: Animals, Property Conditions, Contractors, Complaints that fall under the  
24 guidelines set in Resolution 94-1 and 94-1A.

25 Board of Directors: Employees Complaints and Board of Director complaints.

26 If the complaint falls within the guidelines of Property Standards, a letter will be sent to the person  
27 named in the complaint, asking for a resolution. The Property Standards Administrator will follow the  
28 Adjudication Committee Procedures and Resolution 98-1.

29 Complaints about employees, board members, and the adjudication committee will be discussed by the  
30 Board of Directors at the next board meeting in closed session.

31

32 After resolution, the complaint should receive either a copy of the letter from the Adjudication  
33 Committee or a telephone call from whomever resolved the issue – the employee's supervisor, a board  
34 member, etc.

35 After resolution, the Adjudication Committee, the Board, or the Pines Office Manager will send a letter  
36 to the complainant advising of the resolution of the complaint.

37 Copies of the complaint and resolution will be placed into files of BOTH the complainant and the  
38 respondent. Copies are kept for a maximum of two years.

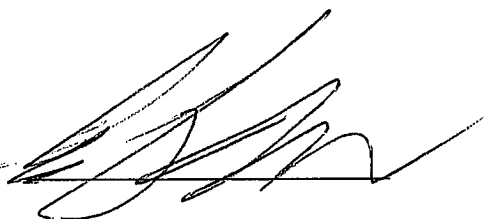
39 Please note: The Property Standards Administrator is now in the Pines daily, the Adjudication  
40 Committee meets monthly on the second Tuesday of the month and the Board of Directors meets twice  
41 a month, on the second and fourth Wednesday. Responses to complaints may seem to take a long time  
42 based on the availability of the people involved.

43

44

45

46



47 Eric Weaver, President



48 Tonie Barton, Vice President/Acting Secretary

49

50

51

52

53

54