

# SUMMERBROOKE ESTATES HOMEOWNERS' ASSOCIATION GRIEVANCE POLICY

## SECTION 1. PURPOSE

The purpose of this Grievance Policy is to establish a fair and equitable procedure for making, receiving, handling and resolving grievances submitted to the Association's Grievance Committee by paid members of the Association, in good standing.

## SECTION 2. DEFINITIONS

**Board** - refers to The Board of Directors as set forth in the "Declarations of Restrictions, Covenants, and Conditions of Summerbrooke Estates";

**Complainant** - the aggrieved member or the party filing the complaint;

**Respondent** - the party that is in alleged violation of any declaration;

**Declaration/Bylaws** - refers to all the information, rules and regulation set forth in the "Declaration of Restrictions, Covenants and Conditions of Summerbrooke Estates";

**Grievance Committee** - the committee established by The Board of Directors to accomplish the goals set down in Section 1 of the Grievance Policy;

**Member** - any dues paying resident of Summerbrooke Estates.

## SECTION 3. GENERAL INFORMATION

In compliance with the Board and the Declaration/Bylaws of Summerbrooke Estates Homeowners' Association known as SHEA a Grievance Committee has been formed to comply with the purpose as stated in "Section I" of this policy statement.

Any paid member in good standing may submit a grievance. Any Board member or member of the grievance committee may also submit a grievance, but thereafter must abstain from participating in any official capacity in the resolution process. This provision shall not be interpreted to restrict any other duties or responsibilities of that individual in their capacity on any other Board functions.

The Grievance Committee is not responsible to police, monitor, or identify violations of the Declarations, and or Bylaws. The committee will only act on grievances that are submitted by Members and which constitute violations of the Declaration and or Bylaws.

The grievance procedure is intended to resolve problems that cannot be otherwise resolved by Summerbrooke residents. When grievances are submitted that do not constitute a violation of the Declaration and or Bylaws, the Grievance Committee will respond to the Member in writing explaining why the grievance cannot be acted upon.

Any action taken by the Grievance Committee to resolve a grievance must be agreed upon by the majority of the Grievance Committee.

## SECTION 4. SUBMITTING GRIEVANCES

The aggrieved member should make initial contact with the person causing the alleged grievance. This is not a requirement, but it is preferred that the persons concerned arrive at a solution not requiring a formal intervention by the Grievance Committee.

When the persons concerned cannot in good faith resolve the grievance, the grievance shall be submitted in writing on the "Grievance Form". These forms can be obtained from any member of the Grievance Committee. The completed form should be hand delivered or mailed to: Pepper Moore, the President of the Summer Brooke Estates Homeowner's Association. After Mr. Moore has made a copy for the Board's files, he will pass the grievance on to the Grievance Committee for their consideration.

The Grievance Committee requires that each grievance be submitted as a separate writing. Submission of multiple grievances within a single writing is prohibited.

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**SECTION 5. GRIEVANCE COMMITTEE ACTION(S)**

Upon receipt of a written grievance from a paid member in good standing, the Grievance Committee shall review the grievance to determine whether it constitutes a violation of the Declaration/Bylaws.

Following a determination of the sufficiency of the grievance, the Committee shall consider, investigate as appropriate, and determine what response, if any, is appropriate to the grievance. A response may consist of one or more of the following steps, any combination or order of these enumerated steps, or may consist of other actions that the Committee deems appropriate. Among the possible actions the Committee may:

1. Identify for the aggrieved Member alternatives that may be more appropriate for resolving the grievance than immediate Committee intervention.
2. Direct one or more Grievance Committee Members to contact the Respondent to discuss the grievance and potential corrective measures.
3. Correspond with the person(s) involved.
4. Provide official notification by the Grievance Committee of a violation, outlining the necessary corrective action. A copy of the Declaration/Bylaws section violated may accompany the notice.

**SECTION 6. WITHDRAWAL OF GRIEVANCE**

A grievance may be withdrawn by the member who originated the grievance at any point in the process. However, the Grievance Committee may continue to proceed of its own accord on a matter though originally brought to the Committee's attention through a grievance that is later withdrawn.

**SECTION 7. THE APPEAL PROCESS**

All correctly filed grievances will receive a written response from the Grievance Committee within 30 days of the date in which it was received and dated by the Grievance Committee. Any decision can be appealed by taking the grievance and the Grievance Committee's response to the Board of Directors. If the complainant still does not agree with the Board's decision, he/she may take the grievance to the next full meeting of the Association. The majority vote at this meeting will be final.

**SUMMERBROOKE ESTATES  
HOMEOWNERS' ASSOCIATION  
GRIEVANCE FORM**

1. You, as the complaining party: ( type or print legibly )
  - a. NAME:
  - b. ADDRESS:
  - c. HOME PHONE: (    ) \_\_\_\_\_
  - d. WORK PHONE: (    ) \_\_\_\_\_
  
2. The person/property you are complaining about ( hereafter referred to as "Respondent" )
  - a. NAME:
  - b. ADDRESS:
  - c. HOME PHONE: (    ) \_\_\_\_\_
  - d. WORK PHONE: (    ) \_\_\_\_\_
  
3. Is the Respondent a member of SEHA?                      Yes              No              unknown
  
4. Have you complained to the Respondent directly?    Yes              No              Approximate date:
  
5. Did you complain to the Respondent in writing?      Yes              No  
If the answer to this question is yes, please attach a copy of that written complaint.
  
6. Have you made a complaint to any agency, police force, and or attorneys?    Yes              No  
If the answer to this question is yes, please explain to what agency, and any outcome of that complaint.
  
7. Have you complained about this person or property before to the grievance committee of SEHA?  
   Yes                              No  
If your answer to this question is yes, please explain when and why the complaint was filed.
  
8. In the space provided, and on the following page, please explain to the committee in detail, the exact complaint you have against the Respondent. Use specific names and dates whenever possible. If you have relevant enclosures, please include those as well. Return this completed form to the President of the Summerbrooke Estates Homeowner's Association, Pepper Moore, 2401 Summer Breeze Court, Arlington, Texas 76001. Mr. Moore will make a copy for The Board of Directors, and then pass the grievance on to the Grievance Committee for review.

**SUMMERBROOKE ESTATES  
HOMEOWNERS' ASSOCIATION  
GRIEVANCE FORM**

I hereby authorize the Grievance Committee of SEHA to send copies of this complaint and any relevant materials I have submitted to the Respondent:

**Yes**

**No**

**Signature of complaining party:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please mail or hand-deliver this complaint form to: Pepper Moore, 2401 Summer Breeze Court,  
Arlington, Texas 76001

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**COMMITTEE USE ONLY**

Board of Director's Signature \_\_\_\_\_

Date received: \_\_\_\_\_

Grievance Committee's Chairman Signature \_\_\_\_\_

Date received: \_\_\_\_\_