

Complaint Procedure

- Completely fill out “Complaint Form” (LCPOA Form 2). Forms are available on-line at www.lakecamelot.org or at the front desk at the lodge. All forms must be signed and can be put in a sealed envelope. Forms can be mailed to or submitted to the front desk at the lodge or to any board member. They can also be submitted electronically to: lcpoa@scacable.com (type name in signature block). Complainants name will be kept confidential.

- Individuals submitting oral complaints must complete a written form to ensure action and follow-up.

- Within one week of submission, the complaint will be assigned to the person who was elected to the Board from the complainant’s area. An info copy will be furnished to all Board members.

- The complainant will be contacted by the Board member within 3 days of receiving the complaint to start the investigation of the complaint. As part of the investigation, the Board member will consult with appropriate LCPOA staff to gather information and research precedents. The matter will be brought to the full Board for consideration at the next meeting with the complainant appearing in person if they so desire. The complainant will receive a final response from the assigned Board member within 30 days of the original filing. In rare circumstances this deadline will be extended by mutual consent. At the next Board meeting, if the matter has not been brought to the Board for consideration, the investigating Board member will brief the Board on the outcome.

- All complaints will be filed in a calendar year folder after the Board member annotates the final decision.

- Random evaluations will be sent to complainants to evaluate Board responsiveness.