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**OBJECTIVE:**

To specify a procedure for members to address staff and/or the board with concerns.

**POLICY:**

- A. The member shall be afforded every opportunity to discuss (via phone call, email, text, or in person) a concern(s) with the appropriate staff person during normal business hours. If the concern is not resolved after discussion with the staff person, then the staff person shall present the concern to the CEO. The CEO may provide the staff person with additional information to pass along to the member, may ask to discuss the concern with the member directly, or may determine that the concern needs to be brought to the board.
- B. If a member brings a concern to a director, then the director shall direct the member to contact the operations department or member services, as deemed appropriate.
- C. If there is no satisfactory resolution to the member's concern after discussion with a staff person and/or the CEO, then the member may ask to bring the concern before the board. Likewise, the CEO may refer the member's concern to the board. The CEO shall discuss the concern with the board president to schedule a time for the member to present the concern to the board. The CEO, or the CEO's designee, shall communicate the meeting time to the member. If the member desires to bring a group of supporters to the meeting with the board, or the member is actually multiple members, then the board may ask the member to limit the group size.
- D. The board shall not act (or make a decision) until the board has had an opportunity to fully deliberate the member's concern. The CEO, or the CEO's designee, shall communicate the board's decision on the concern to the member.

**ACCOUNTABILITY:**

Board  
CEO  
CFO  
Member Services Manager  
Operations Manager

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Attested: David P. Mull  
Secretary

Date: 9/20/2021