

## BETMAR ACRES CLUB, INC.

### BOARD OF TRUSTEES

#### COMPLAINT PROCESSING AND ENFORCEMENT PROCEDURES

Resident complaints must be submitted on a Betmar Acres Club, Inc. Complaint form. This form can be obtained at the Betmar Acres Club office. All forms must be filled out completely before a Trustee will investigate. No anonymous complaints, phone calls, or personal contact with Betmar Acres Club office personnel /Trustee will be accepted. All complaint information will be kept confidential and available to Betmar Trustees only.

Complaints will be investigated by one or more trustees in a timely manner. They will verify the complaint is valid under Betmar Acres Club, Inc. Rules and Regulations, By-Laws and Pasco County laws and codes.

After the investigation the Trustee(s) will contact the resident by either telephone or in-person in an attempt to resolve the complaint. If contact cannot be made, the Trustee will send a certified letter to the resident outlining the violation, giving 14 days from date of letter to comply and informing the resident of enforcement actions Trustees will take if non-compliant.

The enforcement actions may be one or more of the following:

- a. Suspension of Betmar Acres Club membership and Club activities
- b. Fine of not to exceed \$100 for every 30 days of non-compliance
- c. Referral to the appropriate Pasco County Official
- d. Legal Action by Betmar Acres Club attorney(s)

Should the issue(s) not be resolved within the specified time frame. The Board of Trustees will meet to determine action(s) to be taken and resident will be informed of enforcement action(s) via certified letter. Complaint will remain open until compliance is attained.

During the process the complainant will be informed with the progress and/or the result of the investigation