



Property Owner's Association

P O Box 462
Jonesborough, TN 37659
theridgespoa@gmail.com

Ridges POA Grievance Procedure

1. Filing a Written Grievance

- a. A member of the POA Association must register a grievance in writing using the POA Association's Grievance Form. The form is available on The Ridges POA's Website: www.theridgespoa.org.
- b. The completed Grievance Form with all supporting documents, correspondence, and other related materials must be mailed to:

The Ridges POA
P.O. Box 462
Jonesborough, TN 37659

or hand delivered to a POA Board member (as listed on the POA's website). Hand delivery shall be made by contacting a board member at the telephone number listed on the POA website to arrange a mutually convenient time for delivery.

- c. The Complaint must be submitted to the POA Board within 30 days of the alleged act, or failure to act, which is the subject of the grievance.

2. Receipt of the Complaint

- a. The POA Board shall provide acknowledgment of receipt of the grievance within 5 days of receipt. Acknowledgment shall use any of the contact information that the petitioner provided on the submitted form.
- b. Upon receipt of the grievance, a copy will be sent to all POA Board members (for informational purposes only) and to the Grievance Committee for consideration.

3. Consideration of the Complaint

- a. The Grievance Committee shall consider the grievance, as soon as possible but no later than 21 days after receipt of an adequate and completed Grievance Form.



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- b. If it appears that the grievance information is inadequate in any way, the Grievance Committee will contact the petitioner to submit a revised form, or supply additional information before the grievance can be considered.
- c. If the Grievance Committee cannot come to a majority vote decision, the Grievance Committee will pass the grievance to the entire POA Board (7 members) for a decision, as soon thereafter as may be possible.
- d. After proper consideration and a decision is rendered, the petitioner will be notified using any of the contact information provided on the submitted Grievance Form.

4. Appeal of Decision and Hearing of Appeal

- a. If the petitioner desires to appeal the decision of the Grievance Committee or the POA Board, the petitioner must notify the POA within 7 days of notification of the decision.
- b. The POA Board will within 10 days of notification of appeal provide the petitioner with the date, time, and location of the POA Board Hearing. The hearing shall take place as soon thereafter as may be reasonably possible but no later than the next scheduled POA Board meeting.
- c. The petitioner will be allowed 10 minutes on the agenda to address the grievance and attempt to get the decision changed through appeal.
- d. The petitioner will be notified within 7 days of the hearing before the POA Board of the final determination.

5. Complaint Decision

- a. Once a final decision is rendered by the POA Board, the decision will be considered final for purposes of this Grievance Procedure.
- b. The decision rendered shall be considered as a determination of the grievance submitted and shall have no bearing on any other submitted grievance to the POA. Each grievance and decision shall rest on its own.