

GRIEVANCE PROCESS
STONEBRIDGE COUNTRY CLUB COMMUNITY ASSOCIATION, INC.

I. GRIEVANCE PROCESS

A. When a member inquires about filing a grievance against another member they will be required to complete the form “Notice of Intent to File a Grievance”. When submitted the GM/COO or a member of the Grievance Committee will contact both the member Complainant and the member Respondent within 72 hours to complete a preliminary assessment of the complaint, whether the incident meets the standards required for a formal grievance (a violation of one of the SCCCA governing documents, or Chapter 720, Florida Statutes) as well as to determine if the parties involved can reach a compromise prior to a formal grievance filing. If the complaint meets the standard required for a grievance and a sanction can be agreed upon by both parties, both the Respondent and Complainant must waive their right to the grievance process. The proposed sanction must then be reviewed and approved by the Board of Directors. If a compromise cannot be reached, and the Complainant wishes to proceed with the grievance, they will then be required to complete the “Official Documentation for Filing a Grievance” form. When submitted, the process outlined below commences.

In the instance where the complainant is an employee the above described step is skipped, the form “Official Documentation for Filing a Grievance” is completed and the process outlined below commences.

B. Consideration by the Grievance Committee – The Grievance Committee shall notify the Respondent that a grievance has been filed against them within 48 hours of the grievance being filed. The Grievance Committee shall investigate a grievance pursuant to the Governing Documents of Stonebridge Country Club Community Association, Inc. As part of the Grievance Committee’s investigation they shall interview the Complainant and the Respondent and witnesses, if provided, for the Complainant and the Respondent. If the Grievance Committee concludes that there has been a violation of the Association Governing Documents or Florida law, it shall prepare a report which presents its finding of facts, conclusions and recommendations for the Sanction to be imposed (the "Report").

C. Consideration by the Board of Directors – The Grievance Committee shall present its Report to the Board of Directors. The Board of Directors shall consider the information presented and make a determination as to whether to approve, disapprove, or modify the proposed Sanction. The Board cannot impose a Sanction that is greater than what was recommended by the Grievance Committee. The Board may, however, reduce any Sanction that is recommended by the Grievance Committee. The Board's decision shall be evidenced by a Board Resolution.

D. Notice of Sanction – If the Board of Directors authorizes a Sanction, notice shall be sent to the Member by certified mail, return receipt requested, informing the Member of the Sanction (the "Notice"). The Notice shall further grant the Member the opportunity to appeal, prior to imposition of the Sanction, by review of the matter by a Hearing Committee. The Notice shall establish the date, time and place that the Hearing Committee will

convene if an appeal hearing is requested. The date and time may be continued in order to grant the Member "due process".

II. APPEAL HEARING PROCESS

The Hearing shall be conducted by the Hearing Committee in a manner granting due process to the Member and pursuant to applicable Governing Documents of Stonebridge Country Club Community Association, Inc. The only parties entitled to attend the Hearing are the members of the Hearing Committee, the Board of Directors, the members of the Grievance Committee and witnesses appearing on behalf of the Grievance Committee, the Member for which the Hearing is being held, the Member's Advocate or individual chosen to assist in the presentation, and witnesses appearing on behalf of the Member; the Hearing shall be closed to the membership.

A. The Hearing Committee

1. The Hearing Committee shall be appointed by the Board of Directors and shall be comprised of three (3) members who are not officers, directors, or employees of the association, or the spouse, parent, child, brother, or sister of an officer, director, or employee.

2. The three-member Hearing Committee shall elect a Chairman to preside over the Hearing.

3. At the beginning of the Hearing, the Hearing Committee shall provide the parties present with an overview review the process it will follow and address any special requests and/or needs of the parties.

4. Presentations, challenges and arguments of both the Grievance Committee and the Member are to be directed to the Hearing Committee.

B. Grievance Committee Presentation of Evidence

1. The Grievance Committee shall first present its Report and the Board-adopted Resolution to the Hearing Committee.

2. The Grievance Committee may submit any additional evidence relevant to the matter which the Hearing Committee shall consider in its deliberations. Such evidence may be presented in written or oral format and may include witness testimony and any other materials or exhibits. Copies of any written reports offered shall be given to the Hearing Committee and the Member.

3. The Hearing Committee may question the Grievance Committee or any of the witnesses called by the Grievance Committee regarding the evidence submitted.

C. Member Presentation of Evidence

1. The Member shall have the opportunity to respond to the Grievance

Committee's presentation. In doing so, the Member shall have an opportunity to review, challenge, and respond to any material considered by the Hearing Committee. Additionally, the Member has the right to cross-examine witnesses that appear and testify before the Hearing Committee on behalf of the Grievance Committee.

2. The Member may submit any additional evidence relevant to the matter which the Hearing Committee shall consider in its deliberations. Such evidence may be presented in written or oral format and may include witness testimony and any other materials or exhibits. Copies of any written reports offered shall be given to the Hearing Committee and the Grievance Committee.

3. The Member may have an Advocate or individual of his or her choosing assist them during the hearing process.

4. The Hearing Committee may question the Member or any of the witnesses called by the Member regarding the evidence submitted.

5. If the Member fails to appear at the hearing, the hearing shall proceed in the Member's absence.

D. Final Determination of the Hearing Committee

1. After the Hearing Committee has received the evidence and heard arguments from both sides, the Hearing Committee is permitted to ask additional questions. Once all questions have been satisfactorily answered, the parties shall be excused and the Hearing Committee shall deliberate to make its determination.

2. The Hearing Committee, after reviewing the Report and considering all of the evidence presented, shall, by a majority vote:

a. Disapprove the Sanction levied by the Board of Directors and determine that no Sanction should be levied; or

b. Approve the Sanction as levied by the Board of Directors.

3. The decision of the Hearing Committee shall be set forth in writing and sent to the Member by certified mail, return receipt requested, within five (5) days of the Hearing.

4. After making its decision regarding the Sanction to be imposed, if any, the Hearing Committee shall produce minutes of the Hearing Committee meeting which shall contain a written statement of the results of the hearing. The minutes shall be forwarded to the Board of Directors and the Member.

5. The decision of the Hearing Committee is final. Unless otherwise specified in its minutes, the decision of the Hearing Committee shall be effective five (5) days after the date of mailing.