

Complaint / Incident Review

In the event that a member of the public, a patron, or member of the association has reason to directly file a complaint regarding a member's behavior, the person bringing forth the complaint will provide details to the Board of Directors (the Board) by way of the Secretary (***via available form***); in the event the a formal complaint is received from the public by a member, that member should inform the Secretary, or member of the Board, of the complaint as soon as possible.

Given the severity of the incident, the Secretary may call for an emergency Board meeting.

The review process will include confidential discussions with the person bringing forth the complaint, and investigation to determine the facts of the case. If warranted, the review process will move on to an investigation of the complaint, followed by an in-person review with the parties involved. The in-person review will be conducted by, at least, three (3) members which may include Board members and/or an appointed, impartial member in good standing, and/or an impartial non-member.

The Board will have the responsibility of finding a fair and equitable resolution to the complaint. After considering the facts gathered and the outcome of the internal review, responses to the complaint may include written notice(s), interim suspension of membership, and/or revocation of membership privileges and expulsion for up to three years. If the transgression is egregious and/or violates the Code of Conduct, the Board of Directors will have the authority to immediately remove any member(s) shown to be at fault.

The decision of the Board of Directors is final. There is no appeal process.