

IOSCO SPORTSMEN'S CLUB

**P.O. Box 47
East Tawas, Michigan 48730**

COMPLAINT PROCEDURE

A procedure to provide for the resolution of complaints by members or non-members regarding club activities or actions by others, including but not limited to club members, and third parties associated or involved in club activities.

When a complaint is submitted to the Iosco Sportsmen's Club or any officers or members of the Board of Directors of the club, the complaint is to be resolved, as follows:

1. The complaining party must submit the complaint in writing. All details concerning the complaint, including but not limited to time, date, names and status of persons involved, etc. must be stated.
2. The complaint must be signed by the complaining party who must provide an address for purposes of receipt of notification of future action in response to the complaint to be delivered by First Class Mail by the United States Postal Service, and a telephone number at which the complaining party may be contacted at.
3. Complaint must be submitted by First Class Mail addressed to the Club President at the current address of the club as indicated on club records. Said address is currently P.O. Box 47, East Tawas, Michigan. Submission of a complaint by any other means of communication is not acceptable.
4. Upon receipt the Club President will notify the complaining party that action will be taken over the course of time as deemed advisable by the Board of Directors of the Club who will address the complaint at the next Board of Directors meeting as New Business unless the Board of Directors in its sole determination elects to proceed to an investigation and resolution of the complaint without delay.

5. If the complaint is against the club as an entity, the complaining party will be notified that they must appear at any and all meetings as directed by the Board of Directors to discuss and hopefully resolve the complaint.

6. If the complaint is against another club member(s) or any individuals or entities acting on behalf of the club, the complaining party and all individuals or entities to which the complaint is directed will be notified that they must appear at any and all meetings as directed by the Board of Directors to discuss and hopefully resolve the complaint.

7. The Board of Directors will entertain oral presentations from all parties to the complaint.

8. If the Board of Directors determines that the complaint is club related, the board will take action appropriate to the circumstances, in the sole discretion of the majority of members of the board, to resolve the complaint.

9. If the Board of Directors determines that the complaint is not club related, the parties involved will be directed to resolve the matter between themselves without involvement of the Board of Directors or club membership, and outside any board meetings or other club functions.