

TAMARACK FAIRWAYS HOMEOWNERS ASSOCIATION

RULES & REGULATIONS

Policy and Procedures for Managing Complaints

The purpose of this policy is to establish how Tamarack Fairways HOA homeowner's complaints are handled by the association's Board of Directors and the procedure to be followed in processing the complaints.

It is the policy of the Tamarack Fairways HOA Board of Directors to officially respond to homeowner's complaints in a timely manner. The following procedure will be followed to ensure that each complaint is handled in a consistent manner.

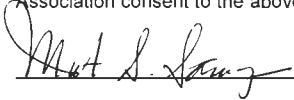
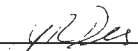

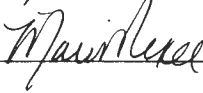
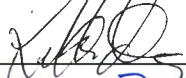
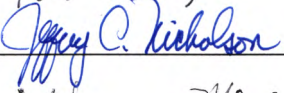
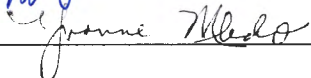
All complaints must be submitted to the association's Board of Directors in writing. A Complaint Form is available on the HOA's website (<http://tamarackfairways.org>) or by requesting a form from the Board of Directors at Tamarack Fairways Homeowners' Association; PO Box 9246; Naperville, Illinois 60567.

The receipt of the complaint will be logged and an acknowledgement sent to the originator within 10 business days from receipt.

Guideline for processing the complaint:

1. If the complaint is outside the scope and responsibilities of the Board of Directors. The complaint will be closed and a "Final" form letter will be sent to the originator within 30 business days from receipt.
2. If the complaint is within the responsibility of one of the members of the Board of Directors and that board member can resolve the complaint they will closed the complaint and a "Final" form letter will be sent to the originator within 30 business days from receipt.
3. If the complaint is within the scope and responsibilities of the Board of Directors but outside the responsibilities of any one board member than the President of the Board of Directors will take action to respond to the complaint. Once the complaint is resolved the President of the Board of Directors will closed the complaint and a "Final" form letter will be sent to the originator within 30 business days from receipt
4. If the resolution of any complaint cannot be resolved within 30 business days from receipt, a "Continued Review" form letter will be sent to the originator within 30 business days from receipt and will set a new target date for response.
5. All complaints will be tracked by homeowner's Lot Number and complaint Date of Receipt.

We the undersigned members of the Board of Directors of the Tamarack Fairways Homeowner Association consent to the above addition to the rules and regulations:

Originally adopted this the 16th day of May, 2016.