

# **Eldorado Community Improvement Association**

## **Civil Conduct Enforcement Procedure**

In order to ensure that civil conduct is the norm in all business and personal interactions that take place at the Eldorado Community Center and all ECIA Common Properties, the following Enforcement Policies shall govern any infractions of the Code of Civil Conduct.

1. It is the responsibility of all ECIA members to communicate to one another, residents, Committee Members, Board Members, Management Staff, visitors and vendors in a civil manner that complies with the ECIA Guidelines for Civil Conduct.
2. In the event that ECIA members, residents, staff, visitors or vendors (Complainant) feel that they are being treated in a rude, disrespectful, or otherwise inappropriate manner while conducting association business in either verbal, written or electronic means they should, whenever possible, communicate directly with the other person (Offender).
3. Should the behavior continue, the ECIA member, resident, staff, visitor or vendor should notify the appropriate Board Member, Committee Chair or the General Manager (Evaluator) to file a complaint.
4. The Evaluator will investigate the matter and seek to determine the validity and extent of the complaint. This investigation will include, but not be limited to interviewing the Offender, the Complainant, and any witnesses, and examining any relevant written or electronic material.
5. Should it be determined that it is a valid complaint and is of a severe and chronic enough nature to warrant intervention, the Evaluator will report it to the Board President who will present it to the Board in Executive Session.
6. Should the Board determine that the complaint is valid, the Offender will be officially warned of their inappropriate behavior in writing by the Board President and will be further warned that continuing such behavior will result in suspension of Membership rights, to include but not limited to attendance at Board and Committee meetings.
7. Upon the second valid complaint, the Board President will request that the Board suspend the Offender's membership right to attend meetings for a period that is commensurate with the severity of the infraction, but not to exceed 30 days for each valid complaint.
8. In the event of continued complaints, the Board will refer the matter to Legal Counsel for appropriate action including, but not limited to, mediation or arbitration.
9. Should mediation and arbitration fail, the Board will instruct Legal Counsel to pursue further legal action.