

APPENDIX

APPENDIX A – Grievance Procedures

I. Overview

The core purpose of NARI of Madison, Inc., as a chapter of NARI (NARI), is to advance and promote the remodeling industry's professionalism, product and vital public purpose. As a core value, NARI of Madison, Inc. and its members are committed to being professional, ethical, honest and committed to high standards. NARI of Madison, Inc. is governed by its Bylaws which represent an agreement between the organization and its members. In addition, NARI of Madison, Inc. has a Code of Ethics and Standards of Practice to which its members subscribe. This grievance procedure was established to assist NARI of Madison, Inc. and its members to uphold the integrity of its Bylaws, Code of Ethics and Standards of Practice.

II. Purview

All members of NARI of Madison, Inc. will be subject to this grievance procedure.

Step 1. Preparation/Submission of Complaint

The complaint must:

- a. be clearly, concisely documented and typed;
- b. be delivered within one (1) year of the alleged breach;
- c. specify the provision(s) of the Code of Ethics alleged to be breached;
- d. include all relevant details (date, time, place, individuals involved with complete contact information, supporting documentation, including contracts and payment status);
- e. disclose the relationship of the complainant to the member;
- f. state the complainant's wishes in order to satisfy the alleged breach; and
- g. be signed by the complainant.

The complaint shall be submitted to :

Executive Director

Attention: Complaint

NARI of Madison, Inc.

5944 Seminole Centre Court Suite 110

Madison, WI 53711

Upon receipt of the complaint by NARI of Madison, Inc., the Executive Director shall read and review the same, shall verify that the company is still a member of NARI of Madison, Inc. and determine whether the complaint satisfies the criteria of Step 1. In the event the complaint does not comply with the provisions above, the complainant shall be notified and shall have ten (10) business days in which to supply the required information in writing to NARI of Madison, Inc.

Step 2: Response to Complaint

In order to ensure due process, a letter (see Template) signed by both the Executive Director and the Chair of the Ethics Committee along with a copy of the complaint will

be forwarded to the member within ten (10) business days after NARI of Madison, Inc. has received the complaint and any necessary amendments. The member will be encouraged to contact the complainant and to resolve the complaint to the satisfaction of all parties.

The member will be required to respond to the complaint in writing within thirty (30) days of the date the complaint was sent the member. The response must clearly address the allegations in detail and provide relevant supporting documentation. The response must be submitted to NARI of Madison, Inc. and addressed as outlined in Step 1.

In the event that the matter is resolved by both parties, both parties will receive a letter of acknowledgement by NARI of Madison, Inc.

In the event that the matter is not resolved to the satisfaction of all parties, the complaint and the response will be forwarded to the Ethics Committee for further review under Step 3 below.

Step 3: Ethics Committee Review

The Ethics Committee will review the complaint and response. The Ethics Committee may request additional information from the complainant and member during its review. At the conclusion of the Ethics Committee's review, it may dismiss the complaint or recommend action to the NARI of Madison, Inc. Board of Directors. The Ethics Committee recommendations can include, but are not limited to, any of the following: member termination; member probation; education; written reprimand to include in the member's file; suspension of membership; monetary fine; volunteer service to NARI; community service; establishment of a mentorship; performance improvement plan; member presentation to the membership; periodic member performance reviews. If the Ethics Committee dismisses the complaint, the Executive Director and the Chair of the Ethics Committee shall notify the parties in writing of the decision to dismiss the complaint. If the Ethics Committee makes a recommendation to the Board of Directors, all materials obtained from the parties involved in the complaint shall be transferred to the Board of Directors and the Ethics Committee shall present the materials and recommendation to the Board of Directors for its consideration and action.

Step 4: Consideration by the Board of Directors

The Board of Directors shall review and consider the materials and recommendation made by the Ethics Committee. Upon completion of the Board of Directors review, it shall vote to determine the outcome of the complaint. The Board of Directors can follow the Ethics Committee's recommendation, make a different determination, or refer the complaint back to the Ethics Committee for further consideration. The parties to the complaint will be notified in writing of the Board of Directors' decision.

Step 5: Right of Reconsideration

A member may request that any decision of the Board of Directors be reconsidered by providing a request for reconsideration within ten (10) days of the date the decision was made. If a request is made, the President of NARI of Madison, Inc. will appoint a panel

of three (3) Directors of NARI of Madison, Inc. The panel of Directors shall schedule its own proceedings and timetable for appeal, and its decision shall be final.

III. Scope of Grievance Procedure

The Grievance Procedure is intended to apply to complaints brought against members by parties other than NARI of Madison, Inc. Nothing herein shall limit the separate powers of the Board of Directors to take disciplinary action against members for cause.

NARI of Madison, Inc. **Code of Ethics**

Each member of the National Association of the Remodeling Industry is pledged to observe high standards of honesty, integrity and responsibility in the conduct of business:

1. By promoting in good faith only those products and services which are known to be functionally and economically sound, and which are known to be consistent with objective standards of health and safety.
2. By making all advertising and sales promotion factually accurate, avoiding those practices which tend to mislead or deceive the customer.
3. By writing all contracts and warranties such that they comply with federal, state, and local laws.
4. By promptly acknowledging and taking appropriate action on all customer complaints.
5. By refraining from any act intended to restrain trade or suppress competition.
6. By obtaining and retaining insurance as required by federal, state, and local authorities.
7. By obtaining and retaining licensing and/or registration as required by federal, state, and local authorities.
8. By taking appropriate action to preserve the health and safety of employees, trade contractors, and clients.

NARI of Madison, Inc. Grievance Procedure Flow Chart

