

GRIEVANCE PROCEDURE

NARI of Madison, Inc.

Adopted April 11, 2007

I. Overview

The Core Purpose of NARI of Madison, Inc., as a chapter of the National Association of the Remodeling Industry (NARI), is to advance and promote the remodeling industry's professionalism, product and vital public purpose. As a Core Value, NARI of Madison, Inc. is 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 voluntarily 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 provisions of the Bylaws, Code of Ethics, Standards of Practice, and/or unlawful practice alleged to be breached;
- d. include all pertinent 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;
- g. be signed by the complainant;
- h. The complaint should be forwarded to :

Executive Director
Attention: Complaint
NARI of Madison, Inc.
49 Kessel Court, Suite 104
Madison, WI 53711

Upon receipt of the complaint by NARI of Madison, Inc. the Executive Director shall read and review the same, should verify that the company is still a member of the association, and see that the complaint satisfies the criteria of Step 1. In the event the complaint does not comply with the provisions above, the complainant should 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 appropriate supporting documentation when necessary. 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. and a record of the complaint will be archived.

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 and disposition.

Step 3: Ethics Committee Review

The Ethics Committee will review the complaint and response. The committee may recommend a course of action for the parties involved, may dismiss the case, or may suggest the parties seek alternative action. The final recommendation of the Ethics Committee will be conveyed to the complainant and to the respondent in writing.

Step 4: Alternative Action Sought By Ethics Committee

In the event that the Ethics Committee seeks alternative action by appropriate outside third-party, the complaint will remain open for further consideration until such time that the third-party takes action or makes a recommendation and is conveyed by reliable means. Depending on the outcome of the third-party review, the Ethics Committee may determine that action by the Board of Directors of NARI of Madison, Inc. is warranted, including but not limited to suspension or revocation of membership. The complainant and respondent will be notified in writing of the decision. In the event the member does not respond to the complaint in the time allowed, the Ethics & Bylaws Committee may proceed with the membership revocation without additional notice. The complainant and respondent will be notified in writing of the decision.

Step 5: Final Action

At its next regularly scheduled meeting (following the right to reconsideration should that be exercised), the Board of Directors of NARI of Madison, Inc. shall vote on the final decision, and its action will be communicated in writing to all parties including NARI National.

Step 6: 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 attaining and retaining insurance as required by federal, state, and local authorities.
7. By attaining and retaining licensing and/or registration as required by federal, state, and local authorities.