

## HTCRHOA Policy

for

### Conflict Resolution between Board Members

Any conflict between HTCRHOA Board members will be handled in the following manner:

1. A verbal discussion will be initiated by the complainant in which all issues are articulated and discussed. A resolution will be attempted between parties involved.
2. If no resolution is reached, the complainant will provide, in writing to the other Board members, the issues, rationale, and his/her expected resolution. The receiving Board members will respond in writing to the complainant answering all issues and explaining their position and expected resolution.
3. If no resolution is reached, the complainant and the other Board member(s) will provide to the Board of Directors, in writing, their issue(s), the rationale for their position and the expected outcome.
4. The Board will address the conflict at one of its meetings and provide, in writing, its position to the Board members involved.
5. All Board members are expected to accept the adopted Board position once a decision is reached.
6. If no resolution is agreed upon by the Board, then the resolution reverts to a vote of the owners.