

ALL COMPLAINTS AND RULE VIOLATIONS SHALL MEET THE FOLLOWING REQUIREMENTS:

1. Shall be in writing and shall be signed by the complainant(s). Verbal or anonymous written complaints will not be accepted or considered.
2. Shall be dated with the effective date the complaint(s) is made and shall contain the exact date(s) of the alleged rule(s) violation in the statement of facts upon which the complaint is based.
3. Specific official rule(s) alleged to have been violated shall be stated if known by the complainant.
4. Full details of the incident(s) upon which the complaint is based must be made and must contain a statement of facts sufficient to describe the incident upon which the complaint is based and sufficient to establish that a violation(s) of rules occurred.
5. The location the alleged violation occurred along with witness (es) names(s) and contact information of witness (es).
6. A safety violation may be made by any person and should be made immediately.
7. Procedural/bylaw violations may only be made by a club member in good standing.
8. Procedural/bylaw violations must be made within five (5) days of discovery.
9. Knowingly filing a false or misleading complaint may result in an unsportsmanlike or unethical conduct violation as determine by the Board of Directors after an appropriate investigation. Filing instructions and all forms are to be provided in the range office. Completed forms will be sealed in the envelope provided and turned over to the range officer. A range officer will sign a receipt of acknowledgement; a copy will be given to the complainant. The lead range officer will notify the President to pick up the complaint. Complaint information to be made available to the committee after they are appointed by the President and approved by a majority of the Board of Directors

UPON RECEIPT OF THE COMPLAINT THE COMMITTEE SHALL:

1. Cause each complaint to be assigned a number consecutive to the last complaint received in order of receipt, and consisting of the year of and receipt and consecutive number of receipt, e.g. 10-01, 10-02, etc...
2. Examine the complaint to determine if it substantially complies with the requirements set forth herein.
3. If the committee determines the complaint does not substantially comply with the requirements set forth herein, he/she shall return the complaint to the complainant with a letter informing the complainant of the reason(s) why the complaint does not comply with the official rules. A complainant who does not agree with the findings of the committee can appeal directly to the Board, of Directors, however the Board has the option of reviewing and agreeing with the findings of the committee or they may order a investigation be started if approved by a majority of the board. In any event, an appeal to the Board must be filed within five (5) days of notification of the committee's findings.
4. If the committee determines the complaint substantially complies with the requirements set forth herein the committee shall notify the complainant and a copy of the complaint sent to the

respondent, by certified mail, return requested or personal delivery. The written notice shall state the date and location of the alleged violation(s), the acts alleged to have occurred, the official rules or bylaws to have been violated, and shall inform the alleged violator that a written response is required within ten (10) days of the receipt of notice.

5. A copy of the notice and a copy of the complaint, along with copies of any other documentation that is in the possession of the committee or individual(s) appointed to conduct the investigation at that time, shall be sent to the board of directors. The committee or individual(s) appointed to conduct the investigation shall thoroughly investigate the allegations of the complaint and obtain witness statements in writing, signed by the witness (es), whenever reasonable, possible or practicable.
6. Upon receipt of any answer from the respondent, or if no answer is received within ten (10) after his/her receipt of the notice, or immediately upon a receipt of notice of non acceptance, if the respondent refuses to accept the certified mail, the committee or individual(s) appointed to conduct the investigation shall notify the board of directors as deemed necessary and then within twenty one (21) days shall, in writing, make a presentation of findings to the Board of Directors. The entire file, including the return receipt or notice of refusal and any response(s), answer(s), statements(s), or other documents relating to the complaint or investigation not previously sent or provided shall be delivered to the Board of Directors along with any recommendations of the committee. At this time the Board of Directors will initiate appropriate disciplinary proceedings, if needed, against the member for infractions noted. The Board of Directors or a special counsel appointed by the Board in a case of conflict of interest, shall after a fair hearing, make a finding of guilt or innocence as to the charges. The findings of the Board of Directors and/or the special counsel are final, with no further appeal.
7. This policy is not meant in any way to circumvent an individual's right to pursue civil recourse in the Superior Court of Mohave County, if they deem that appropriate and necessary.

STATEMENT OF PURPOSE AND EXPECTATIONS FROM BOARD:

The purpose of this committee is to create a standard by which complaints of violations may be made by the membership following a structured standardized form. Our goal is to create accountability for members and stop accusations made on second hand or hearsay evidence. It is felt that the board and club membership would be much better served by a board able to spend its time on the required duties of the club. A separate investigative committee would be in charge of handling investigations of safety or bylaw violations. The committee has set guidelines and specific timelines for complaints. The board would not be directly involved in the investigations of the committee. The committee may during the course of an investigation require pertinent information from the board, such as copies of minutes, financial reports, etc. It is felt the board establish a chain of command for communication and information requests. Example: President, Vice President, and Secretary: etc, should the committee require information it is felt the request should be made to one officer and that officer make the request to the appropriate board member(s). Example: Say the President is the alleged violator, the Vice President would be asked to request the necessary information from the appropriate board members. Matters of safety violations would involve the board immediately, while procedural and bylaw infractions would require verification before the board is notified. It is our intent to create a consistent and fair method to deal with complaints and violations, keeping the board informed, and allowing the board to concentrate on club business

