

**TRAILER ESTATES PARK AND RECREATION DISTRICT
COMPLAINT FORM/PROCEDURE**

PP 30

DATE: _____

COMPLAINT# _____

NATURE OF COMPLAINT:

**TRAILER ESTATES PARK AND RECREATION DISTRICT
COMPLAINT FORM/PROCEDURE**

PP 30

COMPLAINANT:

SIGNATURE: _____

ADDRESS: _____

PHONE NUMBER: _____

DO YOU WANT A REPORT ON OUTCOME OF COMPLAINT: _____

REFERRED TO TRUSTEE: _____

DISPOSITION OF COMPLAINT:

**TRUSTEE
SIGNATURE:** _____

DATE COMPLETED: _____

Procedure for Complaints

The Trailer Estates Park and Recreation District is governed by the District's Deed Restrictions, Rules & Regulations, and Policies/Procedures. Residents (owners and renters) and guests are required to comply with all requirements therein.

When complaints are made regarding non-compliance, the Public Relations Trustee will review and record information on Complaint Form PP30. Complaints will be handled as follows:

- 1) Verbal Complaints: The Public Relations Trustee may ask the complainant to complete the PP30 Complaint Form. If the complainant does not complete the form, the Public Relations Trustee may review the basis for the complaint. If the Public Relations Trustee observes non-compliance of District requirements, a PP30 form will be completed in which the Public Relations Trustee will sign as complainant and trustee.
- 2) Written Complaints: The Public Relations Trustee will review the written complaint and sign the complaint as trustee.

When a complaint is received, the Public Relations Trustee assigned to that area will follow the procedure as outlined below:

1. ATTEMPT TO RESOLVE PROBLEMS CONCERNING WRITTEN COMPLAINTS INVOLVING COMPLIANCE OF PROPERTY OWNERS AND/OR RENTERS WITH DEED RESTRICTIONS, DISTRICT RULES & REGULATIONS, AND DISTRICT POLICIES/PROCEDURES.
2. RESPOND TO THE COMPLAINANT, ACKNOWLEDGING RECEIPT OF THE COMPLAINT BY PHONE CALL OR NOTE.
3. REPORT ALL COMPLIANCE PROBLEMS NOT RESOLVED IN A REASONABLE TIME TO THE BOARD OF TRUSTEES FOR REVIEW AND ACTION.

AREAS OF RESPONSIBILITY

- **NORTH TRUSTEE**--NORTH OF FLORIDA BLVD. AND THE RV AND BOAT STORAGE LOTS.
- **SOUTH TRUSTEE**-- SOUTH OF FLORIDA BLVD. (INCLUDING SOUTH SIDE OF FLORIDA) AND THE MARINA.