

## **KoH Residents Association**

### **Issue Resolution Process**

There are two channels for residents to use the resolution process at Kendal on Hudson, the Residents Consultation Committee (aka: Consultation Committee) and the Residents Council.

**Issues an individual has been unable to resolve will go to the Consultation Committee.**

While the process the Consultation Committee uses to resolve an issue is very tailored to the specific issue, in general the following steps are taken to resolve and/or close the issue:

1. If the issue involves residents only, or if a resident has been unable to resolve an issue with a committee, the Consultation Committee will work confidentially with all residents involved in an effort to find a solution. If a resolution is not possible, and if the resident bringing the complaint agrees, the matter will then be referred to the Resident Council. If the issue is deemed important to the whole community, the Consultation Committee, again with permission, will immediately refer the matter to the Resident Council.
2. If a resident's problem involves the Administration, after notifying the Chair of the Residents Council, the Consultation Committee will determine which administrator is best able to handle the problem and will refer the resident to that administrator for resolution, assisting as needed. If the issue remains unresolved and the resident agrees, the matter will be referred to the Residents Council.
3. In all cases, the Consultation Committee will follow up and make sure the issue is finally resolved and that all decisions are relayed to the resident and to others as appropriate.
4. The Consultation Committee will keep a record which will include the name(s) of the resident, date initiated, nature of the comment, referral if appropriate, and final disposition.

**Issues a committee has been unable to resolve and issues referred by the Consultation Committee will go to the Residents Council.**

The Residents Council will take the following steps to resolve and/or close the issue:

1. The Residents Council will do preliminary research to determine what actions, particularly those with appropriate committees, have been attempted and have failed and any other pertinent info.
2. The Residents Council will then work to resolve and/or close the issue and provide feedback as appropriate to the initiator.
3. Once the issue has been closed, if appropriate and with notice to the initiator, an update to the Resident Community will be provided in the monthly Chair's Residents Council Report.

**Residents Consultation Committee Members:**

<b>Hanan Watson, Chair</b>	<b>X-1308</b>
<b>Margaret Aspinwall</b>	<b>X-1894</b>
<b>Jennifer Gardy</b>	<b>X-1847</b>
<b>Roberta Waddell</b>	<b>X-1302</b>
<b>Mary Alice Walker</b>	<b>X-1930</b>

**Residents Council Members:**

<b>Gene DuBow, Chair</b>	<b>X-1707</b>
<b>Hildegarde Gray, Vice Chair</b>	<b>X-1521</b>
<b>Hank Schacht, Treasurer</b>	<b>X-1882</b>
<b>Chris Mitchell, Secretary</b>	<b>X-1959</b>
<b>Llyn Clague</b>	<b>X-1951</b>
<b>Jennifer Gardy</b>	<b>X-1847</b>
<b>Maria Harris</b>	<b>X-1597</b>
<b>Aubrey Hawes</b>	<b>X-1311</b>
<b>Bob Kutscher</b>	<b>X-1390</b>
<b>Jon Masters</b>	<b>X-1875</b>
<b>Bob Root</b>	<b>X-1962</b>
<b>Peter Seldin</b>	<b>X-1606</b>
<b>Hanan Watson</b>	<b>X-1308</b>