

Report from the Governance Committee

The committee convened via email between 4/28/2021 and 5/13/2021

In attendance: Khalid Hanifi (Chair)
 Kathy Nohr
 Teresa K.
 Larry S.
 Brian E.
 Bob M.

Also in attendance: Kate P.
 Kristin S.

- Discussion regarding development of Member Complaints (Policy 1.8).
 - Khalid 4/28/2021 email to Committee
 - At April 2021 Board meeting, a member voiced a number of concerns that caused me and others to think that it might be a good idea to have a policy that gives us a roadmap on how to handle member complaints.
 - For the last number of years, while Kristen and Rob were managing the Club, most member complaints were directed to them, and either handled by them or pushed up to the Board, without any formal policy in place. Now, with the transition to Kid as Club Manager and the pandemic's disruption to the normal course of affairs, it seems like it might be a good time to memorialize a process to address complaints, so that we have a consistent, equitable and transparent roadmap going forward.
 - An outline of potential policy concepts was created by Kathy and attached to this email.
 - Kate P. 4/28/2021 email to Committee
 - Attaches Kate's redline to outline created by Kathy
 - Teresa K. 4/28/2021 email to Committee
 - Teresa believes that, though the complaints that initiated this effort to develop a complaints policy were vague and essentially warrantless, the process as outlined seems reasonable.
 - Policy should be simple
 - Brian E. 4/29/2021 email to Committee

- Perhaps the process / procedure for the "Suggestion Box" could be enhanced, if determined to be insufficient.
 - Perhaps the "Suggestion Box" could be rebranded a "Suggestions/Complaint Box"
- Larry S. 4/30/2021 email to Committee
 - Larry has decided to resign from the committee. "This is not a statement of any kind, just an old man ready to let others take on the job."
- Bob M. 4/30/2021 email to Committee
 - Draft outline looks good. Maybe one tweak could be that the member could be asked by the manager if this is something that
 - Needs action or a response
 - Or
 - just needs to be recorded someplace in case the issue arises again
 - Or
 - doesn't need anything except a verbal suggestion/comment from the manager
- Khalid draft of Policy 1.8 – WAC Complaints – Issues Raised Policy and Procedure, distributed to Committee via email on 5/7/2021
- Bob M. 5/7/2021 email to Committee
 - Draft Policy 1.8 "Looks good to me."
- Kathy N. 5/9/2021 email to Khalid
 - Draft Policy 1.8 "looks good to me."
 - Recommends that Policy 1.8 should specify that text messaging is not an acceptable format to submit complaints
- Brian E. 5/10/2021 email to Committee
 - Draft Policy 1.8 "looks great to me."
- Teresa K. 5/10/2021 email to Committee
 - "No issues with" Policy 1.8
- Khalid 5/10/2021 email to Committee
 - Revised draft Policy 1.8 distributed to Committee clarifying that complaint submissions should be made either via "hard copy or email."
 - Next board meeting is the Annual Membership Meeting, where we don't typically have committees submit their reports and recommendations. Also, would be

awkward to ask incoming members to vote on a policy during their first few moments of being officially seated

- Proposes submitting Policy 1.8 to Board after the Annual Membership Meeting, for a vote to take place at the June Board meeting.
 - If all concur, Khalid will distribute Policy 1.8 to the Board along with the June agenda in advance of the June 2021 Board meeting
- Teresa, Brian, Kathy & Kate 5/10/2021 emails to Committee, confirming that distributing Policy 1.8 to the Board for a June vote is the way to proceed.
 - Kate wants to make sure that Members have a chance to review prior to the Board vote.
 - Khalid 5/13/2021 email to Committee, responding to Kate
 - Policy 1.5, Notice to Members, requires that proposed policy is posted for review fourteen days prior to vote.

The next meeting is: TBD.

Agenda: