

MAGNOLIA SUITES: GRIEVANCE PROCEDURE

A grievance is any dispute about an action, or failure to act by Magnolia Suites. All grievances of tenants or applicants shall be resolved by this procedure. Except this procedure shall not apply to Direct Threats to health, safety or quiet enjoyment of Magnolia tenants or employees.

PRESENTATION OF GRIEVANCE: The tenant or applicant will write about the grievance in English and give it to Magnolia's office. First the manager will try to discuss or resolve the problem.

SUMMARY: If unable to settle it, Magnolia will write a summary within seven days, saying Magnolia's proposed answer, its reasons, and how to get a mediation hearing to review the grievance.

REQUEST FOR MEDIATION HEARING: If not satisfied with Magnolia's answer, the tenant or applicant may write a request for a hearing to Magnolia's office within seven days, proposing an alternate answer.

RENT DURING THE GRIEVANCE AND MEDIATION PROCEDURE: A tenant shall pay any rent due, or else Magnolia may stop this procedure and pursue its legal remedies.

HEARING PANEL: Grievances shall be heard by the SACRAMENTO MEDIATION CENTER; 2015 J Street #204; Sacramento 95816; tel: 4417979. sacmediation.org - The regulations are set by the Mediation Center. A mediator does not make decisions for people: a mediator attempts to help define options to resolve problems and work out solutions. Results are not forced upon either party. A reasonably convenient hearing will be scheduled, the parties will be notified in writing of the time, place and procedures governing the hearing.

NON-APPEARANCE: If either party fails to appear at the scheduled hearing, the panel may either postpone the hearing for up to seven days, or decide that the non-appearing party has waived their right to a hearing. The hearing officer shall notify the parties of this decision.

CONDUCT OF THE HEARING: The hearing shall be conducted informally and evidence may be received whether or not admissible in a court. All participants will conduct themselves in orderly fashion, or else the panel may stop the hearing or decide against the disorderly party.

IRREGULARITIES: If either party hasn't followed this procedure, the other party may waive such irregularity for good cause shown. The parties may agree to change the procedure.

RIGHT TO COURT ACTION: Nothing in this grievance procedure is a waiver of rights to proceed in any court action.