

## SEPO Suggestions / Complaints / Ideas PROCESS

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Utilizing this process and submitting the “SEPO Suggestion-Complaint-Idea” form is the ‘*preferred*’ and ‘*guaranteed to be addressed*’ process to keep your SEPO Board informed of Suggestions, Complaints and/or Ideas you may have.

Although it may be ‘easier’ to pull aside a Board member when you see them out and about and voice your thoughts to them, please note:

- Board members are residents too and are volunteering their time to serve you and this wonderful community. They are deserving of their free time to enjoy this community as well.
- Each Board member is assigned a specific area of responsibility and can best address issues related to their area.
- What you tell a Board member verbally, *not utilizing this process*, may possibly get ‘lost’ and never be addressed by anyone. Wouldn’t this totally defeat your intent?

The Board often hears that someone doesn’t want to have their name associated with something they feel needs to be addressed. They don’t want to sign a form. When you submit the SEPO Suggestion-Complaint-Idea form, the only persons who know you submitted it are the SEPO Office staff and the current SEPO Board members. The primary reasons your name and phone number is needed are to 1) notify you that your submission has been received, 2) contact you if questions arise, 3) inform you of the resolution of your submission and 4) notify you when your submission has been completed/closed.

With that being said, the Board would like to thank you in advance for your cooperation in utilizing this process.

**SEPO Board**

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### 1. **SEPO Suggestion-Complaint-Idea Form Submission -**

- Fill out the form available at the SEPO Office or print it from the Sunshine website:  
<https://www.sunshinecountryclub.com/suggestion-complaint-idea>
- Provide a thorough explanation and any photos and documents that may help explain why you are submitting the form. If you have a suggested solution, please include that as well.
- Before submitting the form, ensure your **NAME, DATE and CONTACT INFORMATION** are included, to allow the Board to contact you. (If your **NAME** is missing, your submission will not be addressed.)
- **Put your form in the "Suggestion Box" located outside the Office.**
- Please allow at least three business days to receive acknowledgement from the Board that your submission has been received. If you don't receive this acknowledgement within three days, please contact the Board Secretary.

### 2. **SEPO Board Review & Reply to Submitter –**

- The Office staff checks the Suggestion Box every weekday for submissions.
- When the Office receives a completed and signed form, along with attachments, if any, the form will be scanned and emailed to all SEPO Board members.
- Upon receipt of this email the Board Secretary notifies the submitter, including a copy of the submitted form and any attachments, for ease of reference. The email states that the form has been received and will be assigned to the appropriate Board member. If that Board member is evident at the time, his/her name is included in the reply email from the Secretary. The entire Board is copied on this email.  
*NOTE:* In the event the submitter has not supplied an email address to the Office, all correspondence with the submitter will be via phone call.
- The responsible Board member(s):
  - Notifies the rest of the Board when they take responsibility of a submitted form.
  - Works to resolve the item.
  - Keeps the remaining Board members updated as needed.
  - Notifies the entire Board, and possibly the submitter, when the item has been completed / closed.
- This completion triggers the Board Secretary to formally notify the submitter, along with a copy of the submitted form and any attachments, for ease of reference, that their item has been completed / closed. This notice includes 'how' the item was resolved if the submission did not pertain to a SEPO Rules violation. Copies of this correspondence and any attachments will be provided to all Board members.
- The success of this approach is predicated upon providing a timely response to the person submitting the form.