



Complaint Policy

The FMIA is committed to helping residents and businesses resolve issues. We are reactive to complaints and proactive to projects. To that end we have created the following policy.

All complaints must be in writing and contain the issue, who is causing it, when it is happening and the contact information of the person submitting the complaint.

All complaints are treated as anonymous. The information we will provide to those who request it is the date the complaint was registered and a description of the complaint in our own words. If we need to share any other information we will ask first.

Step 1

When a complaint is received the person submitting the complaint is asked if they have talked with the person(s) who are causing the issue(s). If they have not, they are asked to talk with them to let them know about their concerns and to let us know if this resolved the issue.

Step 2

If step one does not work then the association will set up a meeting with the two parties. The purpose of the meeting is to allow the parties to express both sides of the issue so each side may better understand the others concern(s) or reasoning for creating the issue(s). Then the group tries to come up with remedies for the issues.

Step 3

If neither Step 1 nor Step 2 resolves the issue(s) then the association will refer the complainant to either the city or the state or both to resolve the issue.