



**COMPLAINT RESOLUTION**

- Any questions, concerns, disputes or appeals in the operation or governance of the Orange International Street Fair, Inc. should be addressed directly thru the Committee Chairman
- Committee Chairman shall contact complainant within 72 hours
- Committee Chairman to gather via information from complainant and type memorandum
- Memorandum shall be sent to OISF Board of Directors with a copy sent to complainant
- OISF Board Member to agenzized complaint for next scheduled Board of Directors meeting or may call special meeting
- OISF Board to review complaint and discuss and determine action
- OISF Board of Directors shall make determination based on information provided, Best Management Practices, OISF Rules and Regulations and/or applicable laws
- OISF Board of Directors my table complaint if further information is needed or discussion with complainant is required
- Chairman to contact complainant notifying them of outcome with 24 hours of OISF Board of Directors determination
- Complainant may appeal in writing to the OISF Board of Directors up to 30 days after Board of Directors action
- If appealed, OISF Board of Directors shall call special meeting within twenty-one (21) days
- Appeal meeting shall include complainant, Committee Chairman and Board of Directors
- Action set forth by the Board of Directors in appeal meeting is deemed final determination