

**SPECIAL JOINT MEETING OF THE CASTLE VALLEY TOWN COUNCIL AND  
THE CASTLE VALLEY PLANNING AND LAND USE COMMISSION**

**COMPLAINT RESOLUTION TRAINING  
MONDAY, JUNE 4, 2007 AT 6:30 P.M.  
CASTLE VALLEY COMMUNITY CENTER  
#2 CASTLE VALLEY DRIVE**

**Call to Order: 6:34 P.M.**

**Training Resolution Board Members Present:** Ranna Bieschke, Damian Bollermann, Aaron Davies, Alice Drogin, Greg Halliday, Marie Hawkins, Jim Lindheim, Steve Meleski, Greg Nunn, Jennifer Redding, Janina Schmidt, and Valli Smouse.

**Others Present:** Denise Lucas.

**Training on Complaint Resolution Board Procedures:**

Ranna Bieschke and Jim Lindheim created a comprehensive Complaint Resolution Process/Checklist Form. Ranna walked the Committee through the steps on the Form. A few changes to the Form were suggested but, by and large, it was accepted as the basic cornerstone of the Complaint Resolution Process.

Ranna stressed that the whole process is based on what she referred to as the three D's: documentation, deadlines, and diplomacy. All three of these (in particular documentation) will be essential if we pursue a complaint to litigation.

Jim and Ranna will make the recommended changes to the Form.

Jim motioned to adjourn, Alice seconded. The motion carried unanimously.

**Adjournment: 7:23 P.M.**

**APPROVED:**

\_\_\_\_\_  
**DAMIAN BOLLERMANN  
MAYOR**

\_\_\_\_\_  
**DATE**

**ATTESTED:**

\_\_\_\_\_  
**DENISE LUCAS, TOWN CLERK**

\_\_\_\_\_  
**DATE**

