

EXAMPLE

GRIEVANCE PROCEDURES

I. In the event of a dispute between the Management Staff and a tenant regarding the implementation of Policies and Procedures, the following procedures shall be followed. Nothing contained herein shall preclude either party to any legal action available under the terms of tenant's lease.

A. In the event that a tenant has a dispute with actions taken by the Management Staff, tenant shall first try to resolve the dispute through direct discussions with the appropriate staff member.

B. In the event that tenant has completed Step A, and the dispute has not been resolved to tenant's satisfaction, tenant may notify the Director of Management in writing of the existence of such dispute. Director of Management shall meet individually with the tenant and with Management Staff, and will consult with others as necessary. Based on these discussions, the Director of Management will render a decision for the disposition of such dispute.

C. In the event that tenant has completed Step A & B, and the dispute has not been resolved to tenant's satisfaction, tenant may request mediation by the Conflict Resolution Program. Tenant and Acme Community Development Corporation shall cooperate with such proceedings and each party shall pay their portion of the costs associated with such proceedings. The disposition of the dispute by the Conflict Resolution Program shall be binding upon both parties, except in the case of disputes about lease terms, for which both parties shall maintain their rights to legal remedies as provided in tenant's lease.

II. In the event of a dispute between the tenants regarding the implementation of Policies and Procedures or conformance with Rules and Regulations, the following procedures shall be followed. Nothing contained herein shall preclude any legal action available to Owner under the terms of tenant's lease.

A. In the event that a tenant has a dispute with another tenant, they shall notify Facilities Manager. If such dispute is caused by any tenant's failure to meet requirements under tenant's lease or Rules and Regulations, Facilities Manager shall notify tenant of such failure, and the actions which must be taken to cure such failure. If dispute is not the result of any tenant's failure to meet such requirements, Facilities Manager shall have the option of working directly with tenants or referring the issue to the Merchant's Association for consideration.

B. In the event that Facilities Manager refers the dispute to the Merchant's

Association, such issue shall be placed on the agenda for the next scheduled meeting of the Merchant's Association. The Merchant's Association may, but is not obligated to, consider the dispute between tenant, and render an opinion regarding a method for resolution.

C. In the event that tenant has completed Step A & B, and the dispute has not been resolved to tenant's satisfaction, tenant may request mediation by the Conflict Resolution Program. If both tenants agree to such request, they shall cooperate with such proceedings and each party shall pay their portion of the costs associated with such proceedings. The disposition of the dispute by the Conflict Resolution Program shall be binding upon both parties, except in the cases regarding lease terms, for which all remedies available to any tenant and Owner, shall be determined by tenant's lease terms.