

ESPECIALLY FOR THE MEMBER...

The HBAGGR supplies its members with contracts made specifically for use by them, and are available for a nominal fee.

These include contracts for new homes, remodeling work, subcontractors, specification sheets, change orders and more.

In addition to starting your project with an HBAGGR contract, a great way to maintain excellent communication with clients is through the use of the *NAHB Residential Construction Performance Guidelines*.

These standards have been officially adopted by the HBAGGR, and all members are held to them.

Keep a copy in your office and give a copy to each customer - as items for correction arise, both parties can refer to this objective, easy to read guide.

Copies of the NAHB Residential Construction Performance Guidelines are available through NAHB at NAHB.com/Bookstore

There are many legal options available, but the HBAGGR has endorsed **Mediation** and **Arbitration**. This brochure is simply an aid to assist in the resolution of complaints. Communication between the parties, however, is always encouraged and is a step in the right direction toward resolution.

If you have any questions on the methods listed in this brochure please contact the HBAGGR at:

Phone: (616) 281-2021

Fax (616) 281-6002



**Home & Building Association
of Greater Grand Rapids
3196 Kraft Ave. SE Suite 300
Grand Rapids, MI 49512**

www.hbaggr.com

homes@hbaggr.com

06/09

POSITIVE STEPS TO CONFLICT RESOLUTION



OFFICIAL COMPLAINT PROCEDURE

OF THE HOME & BUILDING ASSOCIATION
OF GREATER GRAND RAPIDS



3196 Kraft Ave. SE Suite 300
Grand Rapids, MI 49512

PURPOSE

The Complaint Procedure of the Home & Building Association of Greater Grand Rapids (HBAGGR) is a service available to HBAGGR members, their customers and suppliers.

It is designed to aid in communications and to reasonably resolve conflicts without the time and expense of legal action.

COMMUNICATION

The HBAGGR must receive a written complaint about a member if we are to become involved. Phone calls about members are accepted, but the caller is urged to put the issue in writing and send it to the HBAGGR.

When a written complaint is received, a copy is sent to the member urging him/her to contact the complainant to help resolve the issue.

Often, matters are resolved at this time because the conflict has been put in writing and the details noted can be handled more easily than verbal complaints.

The HBAGGR does NOT take sides in any issue, but serves as a conduit for communications. We suggest the matter be resolved within twenty-eight (28) days.

If this is not possible or is not satisfactory to both sides, there are two other ways to resolve issues: **Mediation** and **Arbitration**. This is mandatory participation by members in one of these two resolution methods.

1 MEDIATION

This is a **free and fast method** that allows people to find a solution that meets their needs.

The HBAGGR endorses the **Dispute Resolution Center of West Michigan (DRC)** as a good way to resolve conflicts quickly.

The DRC is a non-profit organization endorsed by the American Bar Association and the court system. It has been providing free, professional mediation to the businesses and residents of West Michigan since 1986.

If both parties agree to mediation, the DRC will schedule an appointment and the parties will meet. They will be assisted by a trained mediator in a neutral setting and will work together to reach an agreement.

The result of successful mediation is a contractual agreement that, once it is signed by both parties, becomes a legally binding contract.

A Mediation Information Letter and referral will be sent to all interested parties who request mediation in writing from either the HBAGGR or the DRC.



Contact Information:

Dispute Resolution Center of West Michigan

678 Front Street NW, Suite 250
Grand Rapids, MI 49504-5300
(616) 774-0121 Fax: (616) 774-0323
E-mail: drcwestmich@hotmail.com

2 ARBITRATION

Arbitration is a legal process in which both parties agree to permit a third person to make a final decision in a dispute between them. Arbitration decisions are binding and upheld in most courts of law.



The Better Business Bureau is an organization available to HBAGGR members. Any of the HBAGGR attorney members can also be consulted.

The Better Business Bureau of Western Michigan will provide trained arbitrators for a fee of \$150 from each side. Standards used for arbitration are the *NAHB Residential Construction Performance Guidelines* for Builders & Remodelers, which is available for purchase at NAHB.com.

A Request for Arbitration Form will be sent to anyone who makes a written request to the HBAGGR. Both sides must agree to arbitration. If only one side agrees to arbitration, their \$150 fee will be returned and the process will stop.

This can be activated by writing to the HBAGGR at 3196 Kraft Ave. SE Suite 300 Grand Rapids, MI 49512.

Contact Information:

Better Business Bureau of Western Michigan

40 Pearl Street NW, Suite 354
Grand Rapids, MI 49503-3026
(616) 774-8236 Fax: (616) 774-2014
E-mail: bbbinfo@iserv.net
www.grandrapids.bbb.org