

Resident Complaint & Resolution Policy

Policy: At Gema San Diego, we value open communication and strive to maintain a positive living environment for all residents who occupy a GL Partners managed building. We recognize that residents may have concerns or complaints that need to be addressed promptly and fairly. This policy outlines the steps for residents to escalate complaints and ensures that all concerns are handled professionally and resolved appropriately.

Reporting Procedure:

Residents are encouraged to report their concerns or complaints with their immediate designated onsite manager or property manager. We require all complaints to be reported in writing and sent to gemamgr@grnlf.com the direct email for the onsite manager or property manager assigned to the building. The onsite manager or property manager will make every effort to respond and address the issue promptly.

To Submit a Complaint:

1. Any grievance, complaint or disputes should be formally submitted in writing by email directly to the onsite manager or property manager. An email can also be sent to our Customer Care team at residents@grnlf.com. For questions or to obtain the email address of specific employees the resident can also call (619) 239-0064 or visit our website at www.live-gemasandiego.com. In the event you do not have access to a computer and/or internet, any grievance, complaint, or dispute can also be presented in writing to the on- site property manager or mailed to 1471 Eighth Ave San Diego, CA 92101.
2. Provide details of all parties involved in the complaint including full address and unit #, date and times of incident, and nature of the complaint.
3. The onsite manager or property manager will respond with the next steps to be taken towards a resolution.

If the resident feels uncomfortable discussing the matter with the designated onsite manager or property manager or if the issue remains unresolved after initial discussions, they may escalate the complaint following the steps below:

- 1. First Level Escalation: Regional Manager** If the resident's concern is not adequately addressed by the designated onsite manager or property manager, they should escalate the complaint to the Regional Manager. The resident should submit a written complaint detailing the issue and stating prior attempt to address the concern. The Regional Manager will conduct discovery interviews with the onsite manager or property manager along with all other involved parties to assess the situation thoroughly.
 - a. **The Regional Manager** is to provide a written response to the resident, including a thorough analysis of their discovery within 5 business days of the matter being escalated. If more information or time is needed the Regional



Manager is to provide an update and new timeline for when the matter is expected to be resolved to the resident

2. Second Level Escalation: Employee/Resident Engagement Manager If the complaint remains unresolved after escalating to the Regional Manager, the resident may escalate the matter to the Employee Eng. The employee should submit a written complaint, including details of the previous steps taken to address the issue and any prior responses received from the onsite manager, property manager, or the Regional Manager. The Employee Engagement Manager will review the case and may conduct additional interviews as necessary to find an appropriate resolution.

- a. **The Employee/Resident Engagement Manager** is to provide a response to the resident and management team within 5 business days of receiving all information. If more information or time is needed the VP of Property Operations will provide an update and new timeline for when the matter is expected to be resolved to the resident.

3. Retaining Legal Counsel: In certain situations where the complaint is related to another resident or involves a potential breach of the lease or other legal matters, GL Partners Management may consider retaining legal counsel to assist in resolving the issue. The decision to involve legal counsel will be made by the Chief Operating Officer after careful consideration of the specific circumstances and legal implications.

4. Confidentiality and Non-Retaliation: GL Partners Management is committed to maintaining confidentiality throughout the complaint escalation process. Residents who report concerns or complaints will be protected from retaliation or adverse actions because of making a complaint in good faith.

5. Timely Resolution: GL Partners Management aims to resolve all complaints in a timely and efficient manner. However, the complexity of some issues may require more time for thorough investigation and resolution. The resident will be informed of the progress and expected timeline for resolution during the escalation process.

6. Records Keeping: All complaints and their resolutions will be documented and maintained in a confidential and secure manner. This record-keeping will aid in monitoring patterns and trends to identify opportunities for continuous improvement.

7. Policy Review: This Resident Complaint & Dispute Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

