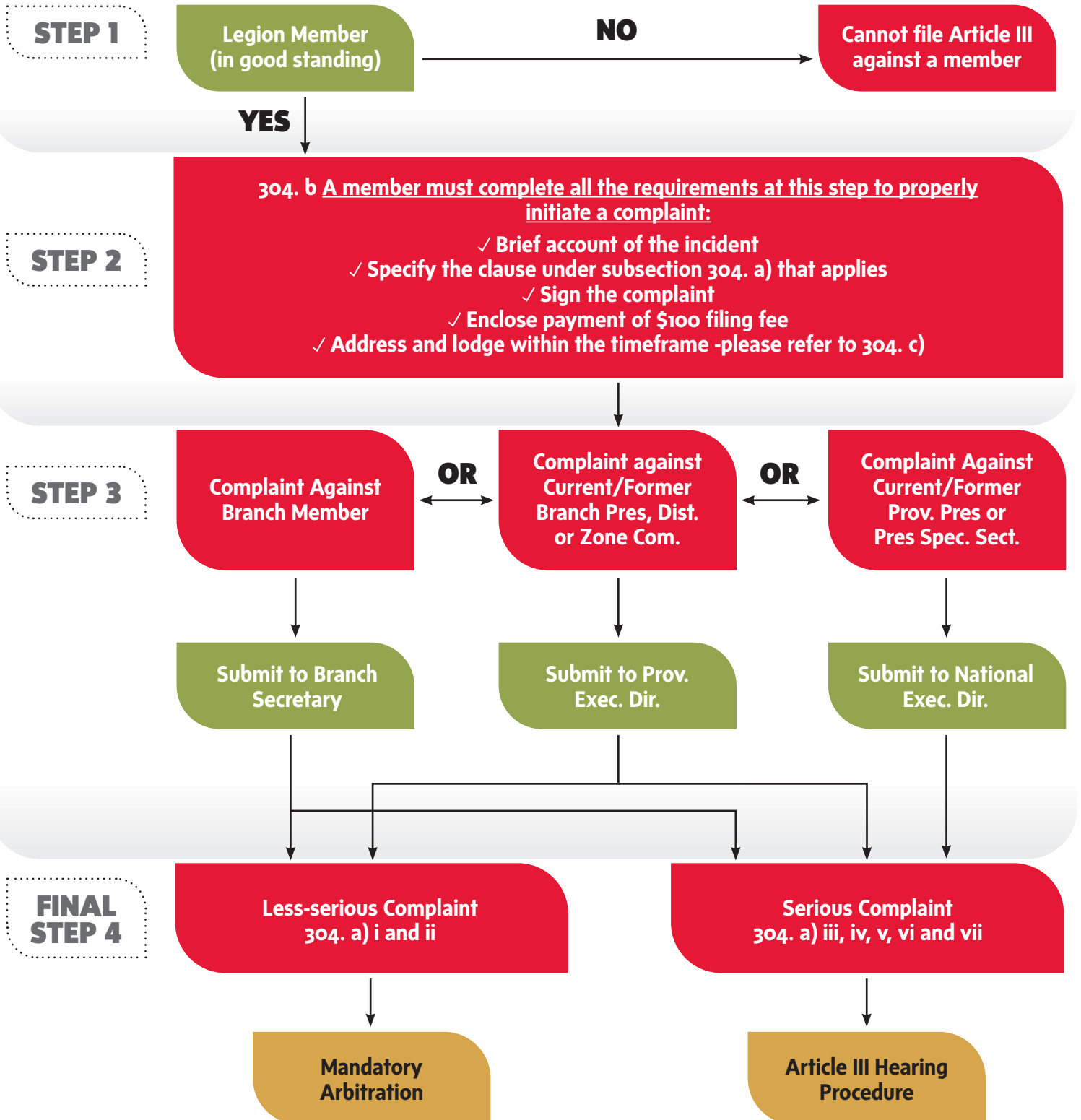


ARTICLE III FLOWCHART: Complaint Procedure Overview



*Please see further Arbitration details on the next page

Mandatory Arbitration



Breach of Clubhouse Rules or Privileges
and/or Profane or Disorderly Conduct

MANDATORY ARBITRATION

304. b ii.

Negotiated
Resolution

If a negotiated
resolution is not
reached...

Arbitrator/Arbitration Team
determines if the complaint has
been substantiated or not.

311. b

**MAY IMPOSE
DISPOSITION**

**COMPLAINT
DISMISSED**

304. b iii.

Arbitration decision is final, unless an error has been
made in interpretation of by-laws. Appeal can be filed with
Branch President within 10 days.