

Clairmont Manor Homeowners Assoc, Inc (HOA)

Association Complaint Procedure

In order to be compliant with the requirements contained in the following State of Virginia law, the HOA has established this Association Complaint Procedure.

18VAC48-70-50. Association complaint procedure requirements.

The association complaint procedure shall be in writing and shall include the following provisions in addition to any specific requirements contained in the association's governing documents that do not conflict with § [54.1-2354.4](#) of the Code of Virginia or the requirements of this chapter.

1. All association complaints must be in writing.
2. A sample of the form on which the association complaint must be filed is attached.
3. The association complaint shall be delivered to the association at the address on the form.
4. The HOA shall provide written acknowledgment of receipt of the association complaint to the complainant within seven days of receipt. The acknowledgment shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided, or by e-mail if the complainant so requests. The HOA Secretary will retain sufficient proof of the electronic delivery if so delivered.
5. The complainant should provide sufficient information in the complaint for the HOA to understand the nature and specifics of the complaint. In addition, to the extent the complainant has knowledge of the law or regulation applicable to the complaint, the complainant shall provide that reference, as well as the requested action or resolution.
6. The HOA shall review the complaint within seven workdays for identifying and requesting additional information that is necessary for the complainant to provide in order to continue processing the association complaint. Should the HOA not receive the requested additional information or documentation within 14 work days, the HOA will consider the complaint withdrawn by the complainant. The HOA, upon receiving all necessary information and documentation shall respond to the

complainant with information concerning the disposition of the association complaint.

7. Notice of the date, time, and location that the matter will be considered shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided, or by e-mail if the complainant so requests. The HOA Secretary will retain sufficient proof of the electronic delivery if so delivered.

8. After the final determination is made, the written notice of final determination shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided or by e-mail if the complainant so requests. The HOA Secretary will retain sufficient proof of the electronic delivery if so delivered.

9. The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the association.

10. The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.

Statutory Authority

§§ [54.1-2349](#) and [54.1-2354.4](#) of the Code of Virginia.