

Gates Bluff Community Association Complaint Procedure

Effective October 1, 2012, the Gates Bluff Community Association (GBCA) establishes the following procedures for filing a complaint concerning actions by the Board of Directors of the GBCA.

1. All complaints shall be made in writing and submitted on a Gates Bluff Homeowners Assn. Complaint Form (Attachment A) along with any supporting documents, correspondence or other materials and sent to the GBHA P.O. Box 319 Chesterfield, Va. 23832.
2. The Board will provide written acknowledgement of receipt of the Complaint within seven (7) business days after receiving the Complaint.
3. Within seven (7) business days of receipt of the Complaint and associated documentation, the Complainant shall be notified by the Board as to the date, time and location of the next Board meeting where the Complaint will be considered by the Board.
4. Within seven (7) business days after notification to the Complainant of the next Board meeting, the Complainant shall notify the Board if he/she plans on making a presentation concerning their complaint in person at the Board meeting.
5. After a final determination of the Complaint is made by the Board, a written notice shall be delivered to the Complainant within seven (7) business days. This notice shall include date of issuance, specific citations to applicable association governing documents, laws or regulations that led to the final determination.
6. 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 as described on the bottom of the Association Complaint Form.