

## Complaint Process

The best option for resolving an issue is to work it out with your neighbor. If you can't get resolution talking to your neighbor and need to report a complaint to the Board these are the instructions to guide you through the process of filing a complaint.

1. Fill out the top portion of the form with Name, Lot# and address of the Member filing the complaint.

2. In the "Compliant Information" section fill in the Name, Lot# and address where the problem resides.

- Describe the issue and reference the article and section of the Declarations or Bylaws that are in violation.

- Indicate suggested action to resolve the complaint.

3. Sign the form.

4. Scan completed form or take a picture of the form with your phone and present to the Board via the [ponderosavalleyhoa.com](http://ponderosavalleyhoa.com) website using the "Board Contacts" list or any messaging link on the site.

5. The complaint will then be evaluated by the Board.

6. If the Board determines a notice is in order the secretary will send a violation notice, on behalf of the Board, to the property owner indicating that they are in violation per the given article and will provide them with the time they have to comply before further action is to be taken.

7. If you prefer you may compose a note including ALL the information requested on the form. It is very important that a signature is present. The signature is required per state statutes to validate the complaint.

All the information of the violating party will be for The Boards eyes only.