



**Pine Harbour  
Property Owners' Association**

1 Pine Harbour Drive

Mineral, VA 23117

Email: [pineharbourpoa@gmail.com](mailto:pineharbourpoa@gmail.com)

## **COMPLAINT PROCESS**

In accordance with the Virginia Department of Professional and Occupational Regulation and the Common Interest Community Board, the Board of Directors (the Board) of the Pine Harbour Property Owners' Association (PHPOA) has established this complaint process and form for use by members who wish to register written complaints with the Association. As defined by Section 55-528 of the Code of Virginia, "an association complaint shall concern a matter regarding the action, inaction, or decision by the governing Board, managing agent, or association inconsistent with applicable laws and regulations."

- 1) Complete the Complaint Form. Deliver it in person, or by regular mail or email to the Association mailing address or email address listed above. The Secretary/Treasurer will record receipt of the complaint and inform the Board via email. Within seven days of receipt, the Association will provide written acknowledgement of receipt of the complaint to the complainant. Such acknowledgment will be either hand delivered, mailed certified, or emailed.
- 2) Within thirty days of receipt of the complaint, the Board of Directors will conduct an investigation of the complaint and during that time, if necessary, will request additional information from the complainant. If the additional information is not received within fourteen days of the request, the Board will not take any further action and will dispose of the complaint.
- 3) The Board will review the complaint to determine whether a violation of any PHPOA regulations, rules, or any other governing documents or law may have occurred. If necessary, the Board will convene to discuss the complaint and a notice of the date, time, and location will be hand delivered, mailed certified, or emailed to the complainant.
- 4) After final determination is made, within seven days a written notice of the determination will be delivered in person, mailed certified, or emailed to the complainant. The notice will include specific citations to applicable governing documents, laws and regulations that led to the final determination, as well as the registration number of the Association. This decision will be recorded by the Secretary/Treasurer and kept on file in Association records. The decision rendered by the Board is final and no appeal process to them is available.
- 5) If after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board. The notice must be filed within 30 days of the date of the final

adverse decision, must be in writing on forms provided by the Office of the Common Interest Community Ombudsman and include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233  
(804) 367-2941  
Email: [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov)  
Website: [www.dpor.virginia.gov/Homeowners-Associations/](http://www.dpor.virginia.gov/Homeowners-Associations/)