



**Formal Complaint Instructions:**

<p><b>NOTE:</b> No complaint will be documented or considered until this form is completed and turned into the property management office.</p> <ul style="list-style-type: none"> <li>• Fill out the formal complaint form, attaching supporting documents if available.</li> <li>• Management will determine if the complaint does constitute a valid lease violation.</li> <li>• Management will issue a notice to offending residents that they have a complaint against them. The complaint’s identity will not be revealed to the offending resident(s).</li> <li>• The offending resident will have five (5) business days to respond to the complaint.</li> <li>• If the offending resident does not respond within five (5) business days, a formal lease violation will be issued to the offending resident.</li> <li>• If the offending resident does respond to the complaint denying or disputing the complaint, management will determine a course of action that could include, but is not limited to, dismissal of complaint or issuance of lease violation.</li> </ul>	<p>Dear Residents, Before filing a complaint, please consider talking to the residents that you are having the issue with. Trying to deal with neighbor issues in a positive and proactive manner is always best. Please try to remain calm. For situations where you feel threatened or in danger, or when a crime has occurred please call the police. For noise complaints, please call the police between 10:00pm and 8:00am. If you feel your only course of action is to file a formal complaint, please fill out the form below in detail and turn it into the property managements office.</p>
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BlueLine Property Management, LLC. (Community Name) Apartments	<b>FORMAL COMPLAINT FORM</b>
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**Section I – Complainant’s Information.** Please Print

Complainant’s Name: <i>(last, first, MI)</i>	Apartment Number:
Date & Time of Offense:	Location of Offense:
Offender’s Name & Apartment Number <i>(if known)</i> :	

**Description of Complaint/Offense:** *Please provide detailed information regarding the nature of the complaint/offense, i.e., who, what, where, when, what happened. (Use reverse or additional sheets if necessary). Any evidence (i.e., police reports, etc.) may be included with this complaint form or to the property manager’s email address if pictures or video.*

Complainant’s Signature:	Date:
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**Section II – Property Management Office Action**

Date & Time Complaint Received:	Management Personnel Assigned:
Action Taken (i.e., contacted complainant/offender, dismissed, etc.):	Offender Response:            Y            N Date:
	Violation Issued:                Y            N Date

