



Please identify any attempts you have made with the person/property owner to resolve the issue prior to submitting the complaint. Please include dates.

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**Photographs**

If you have digital image(s) that would help in the investigation, we would appreciate your assistance. Please do not step onto the property belonging to others to obtain photos.

**Digital Photo(s) attached:**      \_\_\_\_\_ yes      \_\_\_\_\_ no

Sign, date and print your name and address below and submit this completed form to the Association at the address listed above.

Printed Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

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Lot/Unit Address: \_\_\_\_\_

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Contact Preference \_\_\_\_\_ Phone \_\_\_\_\_ E-mail

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## I. Receipt of the Complaint.

- A. The Association shall provide written acknowledgment of receipt of the Complaint to the Complainant within fourteen (14) days of receipt. Such acknowledgment shall be sent by electronic means, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint form.
- B. To the extent that 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. If it appears that the submitted Complaint is inadequate in any way, then the Association may provide notice of such to the Complainant. The notice should describe how the Complaint is inadequate and advise the Complainant of the need to submit a revised Complaint, or additional information before it can be forwarded to the Board for consideration. If it appears that the submitted Complaint includes the required information, the President, or other officer designated by the Board, shall provide the Board of Trustees with a copy of the Complaint for consideration.

## II. Board Consideration of the Complaint.

- A. The Board of Trustees, or other hearing tribunal constituted by the Board, shall consider the Complaint within sixty (60) days of receipt of an adequate and completed Complaint, or under extenuating circumstances, as soon thereafter as may be reasonably possible.
- B. Notice of the date, time, and location informing the Complainant when and where the matter will be considered shall be delivered by electronic means, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Complaint, at least fourteen (14) days prior to consideration by the Board.
- C. If the Association has provided notice to the Complainant of the inadequacy of the Complaint as provided for in Section II B above, but if the Complainant does not submit a revised Complaint or additional information within thirty (30) days after such notice is sent, then the Association may consider the Complaint as submitted and make a final determination.

## III. Notice of Association Board/Hearing Committee Decision

- A. After the final determination is made, the written notice of final determination shall be delivered by electronic means, or hand delivered or mailed by registered or

certified mail, return receipt requested, to the Complainant at the address provided in the Complaint, within seven (7) days.

- B. 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.
- C. No further appeal process under this Association Complaint Procedure is available, and the decision rendered by the Association's Board or hearing tribunal may be considered a "final adverse decision" for purposes of this Complaint Procedure.