



Sunrise Bay Property Owners Association, Inc.

P.O. Box 116

Mineral, VA 23117

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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 Sunrise Bay Property Owners Association, Inc. (SBPOA) 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 by regular mail or email to the Association mailing address or email address listed above. The President will record receipt of the complaint and inform the Board via email. Within 7 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 30 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 14 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 SBPOA 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 7 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 President or Secretary and kept on file in Association records. The decision rendered by the Board is final and no appeal process 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
Website: www.dpor.virginia.gov/Homeowners-Associations