

Chelsea Place
Complaint Policy/Ombudsperson Act

1. Unit owners must fully complete a complaint form. (attached)
2. The completed form must be delivered to the Association by hand, via USPS, email or fax, as listed on the form, within (30) thirty days of the date of the event that is the subject of the complaint.
3. Within (30) thirty days of receiving a completed complaint form, the Board will meet in executive session to review it. A final Determination may be decided on at this time. If additional information is required in order to respond, the final determination may be delayed until another executive session is held. Additional information shall be requested promptly by the Board, and the complaining owner shall deliver additional written information to the Association as described in item 2 above, within (10) ten days of the Board's request. Within (30) days after receipt of the additional information, the Board will meet in executive session to decide on their final determination, after review of such.
4. The final determination shall be made in writing, and every effort will be made to make the determination within (90) ninety days of the date of receipt of the complaint. The final determination shall be clearly marked "Final".
5. The decision of the Board to approve the final determination shall be made at a Board meeting, open to the Owners. The details of the complaint or the determination will not be disclosed at the meeting.
6. The written determination shall be issued within (10) days of approval by the Board. The determination shall be deemed confidential and shall not be available to any other person except the complaining owner, the Board, or managing Agent. The complaining owner shall not disclose the information to any person other than their attorney, except as may be required by law.
7. The above policy procedure shall not be available if the complaining owner owes assessments, fees or funds to the Association, unless the amounts owed are central to the complaint. The procedures will also not be available if there is a pending complaint filed in any court or jurisdiction, or for which arbitration or alternative dispute resolution is scheduled, or has previously occurred, concerning the subject of the complaint. The procedures are also not available to address violations of the Association's Declaration and or Rules for which the Board can levy a fine, as that is governed by a separate procedure.
8. This policy shall be made available to all owners upon request.
9. This policy will become effective

Chelsea Place
Unit Owner Complaint Form

Unit Owner Name: _____
Unit Address: _____
Phone #: _____
Date of Event: _____
Time of Event: _____
Location of Event: _____

Description of Event: _____

Unit Owner Signature

Date