**Association Complaint Procedure**

1. The association complaint must be in writing.
2. An Association Complaint Form is included as an attachment to the association disclosure packet. The purpose of the association complaint form is for members and citizens to submit complaints related to violations of common interest community law or regulations. Common interest community laws include the Property Owners' Association Act, the Condominium Act, and the Virginia Real Estate Cooperative Act.
3. The association shall provide written acknowledgment of receipt of the association complaint to the complainant within seven days of receipt. Such acknowledgment shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided, or if consistent with established association procedure, by electronic means provided the sender retains sufficient proof of the electronic delivery.
4. The association has seven days to identify and to request additional information that is necessary for the complainant to provide in order to continue processing the association complaint. Ifafter seven days the request for information is not received, the board will make a decision.
5. After the final determination is made, the written notice of final determination shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided or, if consistent with established association procedure, delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, within seven days.
6. 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, as well as the registration number of the association. Ifapplicable, the name and license number of the common interest community manager shall also be provided.
7. The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.