

Mill Creek South Homeowners Association, Inc.
Common Interest Community Association Registration #0550003392
P.O. Box 1283
Charlottesville, VA 22902
board@millcreeksouth.org

ASSOCIATION COMPLAINT POLICY

It is the intent of the Board of Directors (Board) of the Mill Creek South Homeowners Association (Association) to resolve all complaints as quickly and efficiently as is reasonably possible. The Common Interest Community Board (CIBC) requires the Association to have a written procedure to receive and consider complaints from citizens or Association members related to violations of applicable laws and regulations. This procedure must be available upon request and/or with the Association disclosure packet. The procedure is as follows:

1. The complainant must submit a written complaint to the Board. The written complaint must clearly state the infraction and, if possible, the specific law or regulation violated. The complainant shall provide the requested action or resolution. Complaints may be submitted electronically via email to board@millcreeksouth.org, in person to any current Board member, or via mail at MCS HOA, P.O. Box 1283, Charlottesville, VA 22902. The complaint may be submitted using the attached form.
2. The Board will acknowledge receipt of the complaint within 7 days of receipt. Such acknowledgment shall be hand delivered, emailed, or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided with the complaint. Additional communications regarding the complaint will be delivered via the same process.
3. Within 14 days of receiving the complaint, the Board may identify and request additional information that is necessary for the complainant to provide in order for the Board to continue processing the complaint, in which case the complainant will have 14 days from receipt of the request for additional information to comply. If the requested information is not provided within the required timeframe, the complainant will be notified within 7 days that the matter has been closed due to insufficient information. A complainant may submit a new complaint that includes the requested information at a later date, and the process will begin anew.
4. Notice of the date, time, and location that the matter will be considered shall be provided to the complainant no less than 7 days in advance.
5. The Board must respond in writing to the complaint within 35 days of the complaint's submission to the Board. The decision rendered by the Board is final, and no appeal process is available, except to the CIBC as described below.
6. After a final determination is made, written notice will be given to the complainant within 7 days. The notice of final determination shall be dated as of the date of issuance and include specific citations to the applicable Association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the Association.
7. The complainant has the right to file a Notice of Final Adverse Decision with the CIBC via the Common Interest Community Ombudsman, at 9960 Mayland Drive, Suite 400, Richmond, VA 23233, (804) 367-2941, CICombudsman@dpor.virginia.gov.

