## 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 <u>board@millcreeksouth.org</u>, 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.

## Mill Creek South Homeowners Association, Inc.

P.O. Box 1283 Charlottesville, VA 22902 board@millcreeksouth.org

## ASSOCIATION COMPLAINT FORM

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of the Mill Creek South Homeowners Association, Inc. (Association) has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction, or decision by the Board or Association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in this complaint. Please include references to the specific facts and circumstances at issue and the provisions of the Virginia laws and regulations that support this complaint. If there is insufficient space, please attach a separate piece of paper to this complaint form. Also, attach any supporting documents, correspondence, and other materials related to this complaint.

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

Printed name	Signa	ture Date
	Mailing Address	
	Lot Address	
E-mail Address	Phone Number	Contact Preference:  Phone E-Mail Other

If, after the Board's consideration and review of this complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall 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 CICOmbudsman@dpor.virginia.gov