



Bien Venue  
Plantation

Bien Venue Plantation Property Owners Association, Inc.  
bienvenueplantation.com

P. O. Box 1699                      Louisa, VA 23093  
Email: bienvenueplantation@gmail.com

### **BVPPOA Complaint Procedure**

1. Submit (scan & email or postal mail) a complaint form (see attachment) to the secretary of the Board at: [bienvenueplantation@gmail.com](mailto:bienvenueplantation@gmail.com)

OR mail to:                      BVPPOA  
   P.O Box 1699  
   Louisa, VA 23093-1699

Complaint forms may be obtained from the secretary of the Board – see officer’s roster or via the website at [www.bienvenueplantation.com](http://www.bienvenueplantation.com).

2. Received complaints will be on the agenda of the next scheduled Board meeting at which time the Board will attempt to resolve the complaint. The complainant will also be notified in writing of the Board’s actions/decisions within one week of the board meeting.
3. If the nature of the complaint is urgent and requires a more immediate response, please indicate that on the complaint form, and if emailing – indicate URGENT in the subject line.
4. If the complaint is indicated as urgent, the complaint will be forwarded to all members of the Board and discussed. A special meeting may be called to address the issue. The complainant will be notified as soon as possible on the ruling or action to be taken by the Board. **Be advised that, dependent on the nature of the complaint, a resolution or decision may take up to 2 weeks.**
5. In the event of a Final Adverse Decision rendered by the Board:

Complainants are advised to contact the Office of the Common Interest Community Ombudsman at the Dept. of Professional and Occupational Regulation. Go to: [www.dpor.virginia.gov/CIC-Ombudsman/](http://www.dpor.virginia.gov/CIC-Ombudsman/) OR call: 804-367-2941



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### Association Complaint Form

Complaint type:            Normal            Urgent

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the board of Directors (Board) of the Bien Venue Plantation has established this complaint form for the use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent 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 the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to the complaint form. Please also attach any supporting documents, correspondence and other materials related to the complaint.

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

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Lot #: \_\_\_\_\_

Contact Preference:  Phone \_\_\_\_\_  Email \_\_\_\_\_

If, after the Board's consideration and review of the 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, 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