

## Greene Valley VII Improvement Association, Inc.

### Association Written Complaint Procedure

Greene Valley VII Improvement Association, Inc. (the “Association”) is a common interest community subject to regulation by the Virginia Common Interest Community Board (CICB).

*All common interest communities (associations) in the Commonwealth of Virginia, are required to have an association complaint procedure. These complaint procedures are only intended to address violations of common interest community law, meaning that your complaint must allege a violation of the Property Owners’ Association Act, the Condominium Act or the Virginia Real Estate Cooperative Act.<sup>1</sup>*

#### I. Filing the Written Complaint.

A. A sample of the “*Association Complaint Form*” is shown at the end of this document and must be used when filing a written complaint with the Association under these procedures.

B. The completed complaint form with all supporting documents, correspondence, and other materials related to the complaint, must be delivered to the HOA board. This is a small HOA and at present it is understaffed. The HOA has an email address and a PO Box both of which are listed in the annual statement for HOA dues as well as on the *complaint form*. The complaint may be sent to either of these addresses but it is imperative that measures be taken to ensure that the HOA board is aware of that a complaint has been sent to the HOA board. The complaint may also be delivered to an HOA board member. Contact information for HOA board members is contained in the annual statement of dues. The sender needs to retain sufficient proof of delivery. The complaint must be submitted to the Association within thirty (30) days of the alleged act, or failure to act, which is the subject of the complaint.

#### II. Receipt and Adequacy of the Complaint.

A. The Association shall provide written acknowledgment of receipt of the *association complaint* to the complainant within seven (7) days of receipt. Such acknowledgment shall be sent by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided on the *complaint form*.

B. To the extent that the complainant has knowledge of the law or regulation applicable to the complaint, the complainant shall provide that reference, as well as the requested action or resolution. If it appears that the submitted complaint is inadequate in any way, then the Association may provide notice of such to the complainant. The notice should describe how the complaint is inadequate and advise the complainant of the need to submit a revised complaint, or additional information before it can be forwarded to the Board for consideration. If it appears that the submitted complaint includes the required information, the President, or other officer designated by the Board, shall provide the Board of Directors with a copy of the Complaint for consideration.

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<sup>1</sup> Quote from *Filing a Complaint Against Your Association* from DPOR.

### **III. Board Consideration of the Complaint.**

A. The Board of Directors, or other hearing tribunal constituted by the Board, shall consider the complaint within ninety (90) days of receipt of an adequate and completed complaint, or under extenuating circumstances, as soon thereafter as may be reasonably possible.

A. If the Association has provided notice to the complainant of the inadequacy of the complaint as provided for in Section II B above, but if the complainant does not submit a revised complaint or additional information within thirty (30) days after such notice is sent, then the Association may consider the complaint as submitted and make a final determination.

### **IV. Notice of Association Board/Hearing Committee Decision.**

A. After the final determination is made, the written notice of final determination shall be delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided in the complaint, within seven (7) days.

B. 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 CICB registration number of the Association.

C. No further appeal process under this Association Complaint Procedure is available, and the decision rendered by the Association's Board or hearing tribunal may be considered a "final adverse decision" for purposes of this Complaint Procedure.

### **V. Notice of Final Adverse Decision to Common Interest Community Board.**

A. The complainant shall have the right to file a "Notice of Final Adverse Decision" with the Common Interest Community Board. A copy of a form for this purpose is attached at the end of this document. Additionally, the form entitled "Request for Waiver of Filing Fee" is attached at the end of this document.

### **VI. Association Records.**

A. A record of each complaint shall be maintained for no less than one year after the Association acts upon the complaint.

B. The *Association Complaint Procedure* must be readily available upon request.

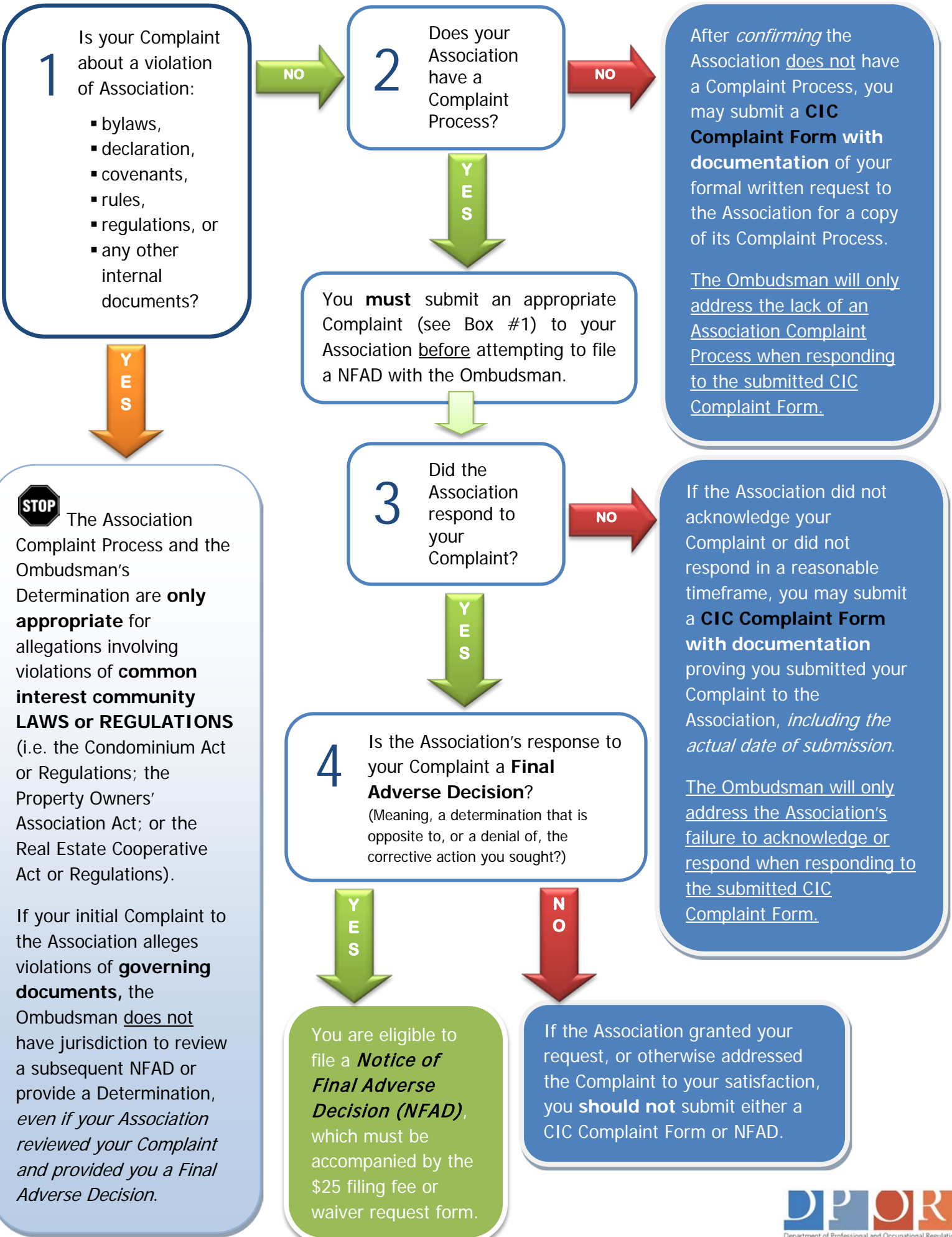
C. *The Association Complaint Procedure* shall be included as an attachment to the association disclosure packet.

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If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complainant, 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  
Phone: (804) 367-2941  
[CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov)





## **FILING A COMPLAINT AGAINST YOUR ASSOCIATION**

There are many reasons you might want to file a complaint about your association. Listed below are the most common types of complaints and the best way to address them.

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### **IF YOUR COMPLAINT IS RELATED TO:**

**Criminal law**, you should contact your local law enforcement office or Commonwealth Attorney's office.

**Fair Housing violations**, you can contact the Office of Fair Housing at 804-367-8530 or [fairhousing@dpor.virginia.gov](mailto:fairhousing@dpor.virginia.gov). Fair Housing laws prohibit housing discrimination based on race, color, national origin, sex, disability, familial status (families with children under age 18), "elderliness" (age 55 or older), source of funds, sexual orientation, gender identity, and military status.

**The governing documents, noise, harassment, or any other civil law matter** of your association, you may have to obtain legal guidance as no state agency, including DPOR and the Office of the Common Interest Community Ombudsman, has authority to review, interpret or enforce your governing documents or address civil law violations. Governing documents include your declaration, covenants, bylaws, architectural guidelines, rules and regulations, or any other documents specific to your association.

**The Condominium Act, the Property Owners' Association Act or the Virginia Real Estate Cooperative Act**, you can file a complaint through your association's state-mandated complaint procedure (*see below*). Collectively, these are all considered "*common interest community laws*" which is where the authority of the Office of the Common Interest Community Ombudsman lies. Allegations related to common interest community regulations can also be submitted through your association's complaint procedure. You can access these laws and regulations by clicking below:

The Condominium Act:

<https://law.lis.virginia.gov/vacode/title55.1/chapter19>

The Property Owners' Association Act:

<https://law.lis.virginia.gov/vacode/title55.1/chapter18>

The Virginia Real Estate Cooperative Act:

<https://law.lis.virginia.gov/vacode/title55.1/chapter21>

Common Interest Community Regulations:

<https://law.lis.virginia.gov/admincode/title18/agency48>

**Where do I file my complaint if it is related to common interest community law?**

If you wish to submit a complaint alleging a possible violation of common interest community law or regulation you must submit it using your association’s complaint procedure. All common interest communities (associations) in the Commonwealth of Virginia, are required to have an association complaint procedure. These complaint procedures are only intended to address violations of common interest community law, meaning that your complaint **must** allege a violation of the Property Owners’ Association Act, the Condominium Act or the Virginia Real Estate Cooperative Act.

If you do not have a copy of your association’s complaint procedure, you will need to request it, in writing, from either your board of directors or your manager, if your association has one. The complaint procedure should be readily available. When you submit your complaint through your association’s complaint procedure, make sure you read the procedure carefully and follow it precisely.

**My association said it does not have a complaint procedure or it did not provide me a copy of the complaint procedure and more than 10 days has passed since my request.**

In these situations, you can complain directly to this office by filing the CIC Complaint Form, which you can find under the “Forms and Applications” tab here: [www.dpor.virginia.gov/cic-ombudsman](http://www.dpor.virginia.gov/cic-ombudsman). You must also submit a copy of the request you sent to the association so that we can be certain the complaint procedure was requested. The Ombudsman’s office will reach out to the association and will require it to adopt a complaint

procedure so that you will then be able to utilize that procedure to submit a complaint alleging a violation of common interest community law.

**I submitted my complaint to the association and it never responded.**

If you submitted a complaint alleging a violation of common interest community law through your association complaint procedure and more than 30 days has passed, you can file a complaint directly with this office alleging a failure to respond to your complaint. You can find the required CIC Complaint Form under the “Forms and Applications” tab here: [www.dpor.virginia.gov/cic-ombudsman](http://www.dpor.virginia.gov/cic-ombudsman). Once we receive the form, we will contact the association and require it to respond to the submitted complaint in a limited timeframe. If we learn that your complaint did not allege a violation of common interest community law, we will not be able to assist you.

**What if my complaint is about a Common Interest Community Manager?**

Most complaints against CIC Managers are actually complaints against the association, because it is ultimately the association’s responsibility to comply with the laws that govern common interest communities. CIC Managers are hired by associations to help take care of the daily operations, but do not have the ultimate responsibility for adhering to common interest community law and regulations. If, however, a CIC Manager is in violation of the management agreement and his or her actions fall under the prohibited acts section of the CIC Manager Regulations, the association’s Board of Directors can file a complaint against the CIC Manager using the regular DPOR Complaint Form.

***For questions or additional information, please contact the Office of the Common Interest Community Ombudsman at (804) 367-2941 or [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov).***



## **FILING A NOTICE OF FINAL ADVERSE DECISION**

A Notice of Final Adverse Decision (NFAD) allows you to “appeal” a final decision from a common interest community. Before you can file a NFAD with the Office of the Common Interest Community Ombudsman, you must first submit a complaint alleging a violation of common interest community law through your association’s complaint process. It is only after you have completed the **entire** complaint process – meaning you have submitted your complaint to the association, the association has provided consideration of your complaint, and you have received a final decision on your complaint - that you can then file a NFAD. For more information on filing a complaint, please click [here](#).

By filing a NFAD, you are asking the Ombudsman to determine, based on the complaint you submitted to your association and the association’s response, if there has been a violation of common interest community law.

All complaints **must** be related to common interest community law. A complaint cannot be based on the governing documents of an association, criminal law, Fair Housing law, or any other civil law matter (harassment, bullying, noise issues, neighbor disagreements, etc.).

Applicable statutes and regulations include:

<https://law.lis.virginia.gov/vacode/title54.1/chapter23.3/section54.1-2354.4/>

The Condominium Act: <https://law.lis.virginia.gov/vacode/title55.1/chapter19>

The Property Owners’ Association Act: <https://law.lis.virginia.gov/vacode/title55.1/chapter18>

The Virginia Real Estate Cooperative Act: <https://law.lis.virginia.gov/vacode/title55.1/chapter21>

Common Interest Community Regulations: <https://law.lis.virginia.gov/admincode/title18/agency48>

Notice of Final Adverse Decision Form (**Required**):

[https://www.dpor.virginia.gov/sites/default/files/CIC\\_Ombudsman/F491-CICNOTE.pdf](https://www.dpor.virginia.gov/sites/default/files/CIC_Ombudsman/F491-CICNOTE.pdf)

***For questions or additional information, please contact the Office of the Common Interest Community Ombudsman at (804) 367-2941 or [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov).***



## NOTICE OF FINAL ADVERSE DECISION

A complainant may give notice to the Common Interest Community Board, via the Common Interest Community Ombudsman, of any final adverse decision issued by a common interest community and resulting from an association complaint process.

As defined in 18 VAC 48-70-10, a final adverse decision means the final determination issued by an association pursuant to an association complaint procedure that is opposite of, or does not provide for, either wholly or in part, the cure or corrective action sought by the complainant. Such decision means all avenues for internal appeal under the association complaint procedure have been exhausted.

Any Notice of Final Adverse Decision must be received by this office within **30 DAYS** of the date of the final adverse decision. Notices of Final Adverse Decision must be complete at the time of filing. It is the responsibility of the individual filing the Notice of Final Adverse Decision to ensure that it is complete.

A complete Notice of Final Adverse Decision consists of:

- a copy of the association complaint;
- a copy of the final adverse decision;
- a reference to the laws and regulations the final adverse decision may have violated;
- any supporting documentation related to the final adverse decision;
- a copy of the association complaint procedure; and
- a filing fee or a request for waiver of filing fee.

**Anonymous Notices of Final Adverse Decision will NOT be accepted.**

### FEE FOR FILING A NOTICE OF FINAL ADVERSE DECISION

Complainant must submit a \$25 filing fee with the Notice of Final Adverse Decision. The Notice of Final Adverse Decision will not be considered complete until the filing fee has been received by the Department of Professional and Occupational Regulation. The Office of the Common Interest Community Ombudsman will not begin reviewing the Notice of Final Adverse Decision until the Notice of Final Adverse Decision is complete and the filing fee has been received (or a waiver has been granted).

### WAIVER OF FILING FEE

The Common Interest Community Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the complainant. A *Waiver of Filing Fee Request Form* must be completed and submitted with the Notice of Final Adverse Decision in order for a waiver to be considered. The *Waiver of Filing Fee Request Form* can be obtained online at <https://www.dpor.virginia.gov/CIC-Ombudsman>. If a waiver is requested, the Common Interest Community Ombudsman will not review the Notice of Final Adverse Decision until the waiver has been granted or a filing fee of \$25 has been submitted by the Complainant.

The Notice of Final Adverse Decision should consist of only the documents required, as listed above. The original association complaint submitted to an association should not be amended nor should additional information be added. Additional information provided with the Notice of Final Adverse Decision that was not included in the original association complaint submitted through an association complaint procedure will not be considered.

## WHAT HAPPENS WHEN YOU FILE A NOTICE OF FINAL ADVERSE DECISION?

When a complete Notice of Final Adverse Decision (NFAD) has been received in the required timeframe, the Office of the Common Interest Community Ombudsman will review the NFAD, and if the final decision from the association is in conflict with the laws or regulations governing common interest communities, the Common Interest Community Ombudsman may provide the complainant and the association with information concerning such laws or regulations. The Office of the Common Interest Community Ombudsman may request additional information from the association, if needed, prior to finalizing a determination.

The determination of whether the final adverse decision may be in conflict with Virginia laws or regulations governing common interest communities shall be a matter within the sole discretion of the Common Interest Community Ombudsman whose decision is final and not subject to further review. This determination shall not be binding upon the complainant or the association.

### NOTICE OF FINAL ADVERSE DECISION FORM INSTRUCTIONS

1. Completely fill out all items on the NFAD form;
2. Include a copy of each of the following:
  - ✓ the association complaint that is the basis for the NFAD;
  - ✓ the final adverse decision received from the association;
  - ✓ any supporting documentation related to the final adverse decision; and
  - ✓ a copy of the association complaint procedure
3. Include a check in the amount of \$25 made payable to the Treasurer of Virginia;
4. If a waiver of the filing fee is requested, include the Waiver of Filing Fee Request Form;
5. Sign and date the NFAD form at the bottom of the page.
6. Submit the completed Notice of Final Adverse Decision to:
  - Department of Professional & Occupational Regulation
  - Office of the Common Interest Community Ombudsman
  - 9960 Mayland Drive, Suite 400
  - Richmond, Virginia 23233-1485

**NOTE:** By law, all Notices of Final Adverse Decision and any accompanying documents received by the Department of Professional and Occupational Regulation are subject to public disclosure once a case is closed.

*Processing of the Notice of Final Adverse Decision will be conducted in a timely manner. It is the responsibility of the individual submitting the Notice of Final Adverse Decision to ensure that it is complete. The 30-day deadline for submitting a Notice of Final Adverse Decision cannot be extended under any circumstance. If the Notice of Final Adverse Decision is submitted and found to be incomplete, no review will be made and it will be returned to the complainant if the deadline for submission has passed. If time remains in the filing deadline, the complainant may be notified of any missing documents and can submit those documents if done so within the deadline for submission. The Office of the Common Interest Community Ombudsman cannot guarantee immediate review of a NFAD.*



Department of Professional and Occupational Regulation

Department of Professional and Occupational Regulation

9960 Mayland Drive, Suite 400

Richmond, VA 23233-1485

[cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov)

[www.dpor.virginia.gov](http://www.dpor.virginia.gov)

Office Use Only
<input type="checkbox"/> \$25 Received
Staff Initials _____

**Office of the Common Interest Community Ombudsman**  
**NOTICE OF FINAL ADVERSE DECISION**  
**Fee \$25.00\***

**NOTE:** *Anonymous Notices of Final Adverse Decision cannot be accepted. By law, all Notices of Final Adverse Decision and any accompanying documents received by the Department of Professional and Occupational Regulation are subject to public disclosure*

**SECTION I - REQUIRED INFORMATION**

<b>COMPLAINANT INFORMATION</b>	Name	_____
	Mailing Address	_____ _____
		_____
		City _____ State _____ Zip Code _____
	Telephone Number	_____
	Email Address	_____
	City/County	_____
Date of Final Adverse Decision	_____	

<b>ASSOCIATION INFORMATION</b>	Association Name	_____
	Contact Name	_____
	Address	_____ _____
		_____
		City _____ State _____ Zip Code _____
	Telephone Number	_____
	Email Address	_____
Management Company*	_____	
	<i>* if applicable</i>	

**SECTION II - SIGNATURE**

I understand that this Notice of Final Adverse Decision will not be complete until I have submitted all required documents and the filing fee. A Request for Waiver of Filing Fee may be submitted in lieu of the filing fee, but this will delay review of my Notice of Final Adverse Decision, and there is no guarantee that I will be granted the waiver.

Signature \_\_\_\_\_ Date \_\_\_\_\_

\* A Complainant must submit a \$25 filing fee or a completed [Waiver of Filing Fee Request Form](#).

## WAIVER OF FILING FEE REQUEST FORM

In accordance with § 54.1-2354.4(B) of the Code of Virginia, the Common Interest Community Board (Board) may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the complainant.

A completed *Waiver of Filing Fee Request Form*, along with supporting documentation that provides proof of income, must be submitted with the *Notice of Final Adverse Decision* form. If a waiver is requested, the Common Interest Community Ombudsman will not review the *Notice of Final Adverse Decision* form until the waiver has been granted or the complainant has submitted a filing fee of \$25.

Documentation that provides proof of income may include the following:

- Recent tax return form;
- W-2 Form; or
- Letter from an employer, welfare officer, case worker, or Social Security Administration office indicating annual income. Such letter must be on agency/company letterhead and must include the verifier's signature and contact phone number for verification purposes.

It is the policy of the Board that the U.S. Department of Health & Human Services (HHS) Poverty Guidelines will be used by the Board to establish the threshold for whether a filing fee will be waived or refunded as a result of financial hardship. The Poverty Guidelines for the most recent or current, whichever is applicable, calendar year will be used. The HHS Poverty Guidelines can be found at <https://www.aspe.hhs.gov/>.

The Board has authorized Department staff to review filing fee waiver requests on behalf of the Board, and to approve a waiver or refund of the filing fee if proof of income submitted is at or below the then-current HHS Poverty Guidelines. Staff may request additional information as needed in order to ensure compliance with this policy. Should staff be unable to satisfactorily affirm that the proof of income submitted complies with this policy, the request for waiver or refund will not be approved. The individual requesting a waiver or refund, or staff, may request that the Board consider the request for waiver or refund in the event that the supporting documentation is not sufficient or a determination cannot be reasonably made based on the information submitted.

If a waiver is requested, the Common Interest Community Ombudsman will not review the *Notice of Final Adverse Decision* until the waiver has been granted or the complainant has submitted a filing fee of \$25.

Please submit a completed *Waiver of Filing Fee Request Form* along with the completed *Notice of Final Adverse Decision* to:

Department of Professional and Occupational Regulation  
Office of the Common Interest Community Ombudsman  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233-1485



Department of Professional and Occupational Regulation

Office Use Only
<input type="checkbox"/> Approved by CIC Board
<input type="checkbox"/> Not Approved by CIC
Date _____

Department of Professional and Occupational Regulation  
 9960 Mayland Drive, Suite 400  
 Richmond, VA 23233-1485  
[cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov)  
[www.dpor.virginia.gov](http://www.dpor.virginia.gov)

**Office of the Common Interest Community Ombudsman  
 WAIVER OF FILING FEE REQUEST FORM**

**NOTE:** *The Department cannot guarantee anonymity. By law, all requests for a waiver of filing fees received by the Department are subject to public disclosure once a case is closed.*

**SECTION I - REQUESTER INFORMATION**

Name of Requester \_\_\_\_\_

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

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email \_\_\_\_\_

**SECTION II - REASON FOR REQUEST**

Please use this area to provide an explanation why paying the \$25 filing fee would cause you undue financial hardship:

**SECTION III - SUPPORTING DOCUMENTS**

To process this request, supporting documentation is needed to show proof of income. Which of the following documents are included with this request? (A minimum of one of the following is required.)

- Recent Tax Return Form,  Letter from an employer, welfare officer, case worker, or Social Security Administration office indicating annual income. Such letter must be on agency/company letterhead and must include the verifier's signature and contact phone number for verification purposes.
- W-2 Form;

**SECTION IV - SIGNATURE**

I understand the Notice of Final Adverse Decision will not be complete until I have submitted all required documents and the filing fee. The Request for Waiver of Filing Fee may be submitted in lieu of the filing fee, but this will delay review of my Notice of Final Adverse Decision and there is no guarantee that I will be granted the waiver.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## COMMON INTEREST COMMUNITY COMPLAINT FORM

**"Common interest community"** means real estate subject to a declaration containing lots, at least some of which are residential or occupied for recreational purposes, and common areas to which a person, by virtue of the person's ownership of a lot subject to that declaration, is a member of the association and is obligated to pay assessments of common expenses. (§54.1-2345 Code of Virginia)

Complaints related to possible violations of common interest community law (the Property Owners' Association Act, the Condominium Act, the Virginia Real Estate Cooperative Act) or regulation must first be submitted through the common interest community association complaint process required by § 54.1-2354.4 of the Code of Virginia and The Common Interest Community Ombudsman Regulations. Only after the association complaint process has been completed can the Office of the Common Interest Community Ombudsman provide a determination whether a violation of common interest community law has occurred.

**A complaint can be submitted directly to the Office of the Common Interest Community, and not through an association complaint process, only if an association has failed to adopt an association complaint procedure or an association has failed to respond to a complaint submitted through an association complaint procedure.**

If an association has failed to adopt an association complaint process or has failed to respond to a submitted association complaint, the following form can be filed. It must be completed in its entirety and submitted directly to the Office of the Common Interest Community Ombudsman via email to [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov), fax to (844) 246-2334, or U.S. mail to:

Department of Professional and Occupational Regulation  
Office of the Common Interest Community Ombudsman  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233-1485

If you have a complaint related to a licensed common interest community manager or management company and it pertains to a violation of the **Common Interest Community Manager Regulations**, you may submit your complaint on the standard DPOR Complaint Form, found online at [www.dpor.virginia.gov](http://www.dpor.virginia.gov).

*For information on the association complaint procedure, please visit our website at [www.dpor.virginia.gov/cic-ombudsman](http://www.dpor.virginia.gov/cic-ombudsman). There you will find a helpful video, general information about the complaint procedure and the Common Interest Community Ombudsman Regulations which govern the association complaint process.*



Department of Professional and Occupational Regulation  
 9960 Mayland Drive, Suite 400  
 Richmond, VA 23233-1485  
 ccombudsman@dpor.virginia.gov  
[www.dpor.virginia.gov](http://www.dpor.virginia.gov)  
 PHONE (804) 367-2941  
 VA RELAY 7-1-1  
 FAX (844) 246-2334

### COMMON INTEREST COMMUNITY COMPLAINT FORM

**NOTE:** The Department cannot guarantee anonymity. By law, all complaints received by the Department are subject to public disclosure once a case is closed.

#### SECTION I - REQUIRED INFORMATION

COMPLAINT FILED BY	Name	_____		
	Mailing Address	_____ _____		
		City	State	Zip Code
	Phone Number	_____		
	Email	_____		

ASSOCIATION INFORMATION	Association Name	_____		
	Association Contact Person	_____		
	Type of Association	<input type="checkbox"/> Condominium Unit Owners' <input type="checkbox"/> Property Owners' <input type="checkbox"/> Cooperative		
	Association Address	_____ _____		
		City	State	Zip Code
	Phone Number	_____		
	Contact Person Email	_____		

#### SECTION II - COMPLETE ONLY IF APPLICABLE

MANAGER INFORMATION	Company Name	_____		
	Manager's Name	_____		
	Company Address	_____ _____		
		City	State	Zip Code
	Phone Number	_____		
	Company Email	_____		

**SECTION III - COMPLAINT STATEMENT**

I wish to complain that my common interest community association has: (check one)

- Failed to adopt an association complaint procedure. *Please include documentation showing that you have formally requested a copy of the association complaint procedure from the association or its manager.*
- Failed to respond in a reasonable timeframe to my submitted association complaint. *Please include a copy of the complaint submitted to the association. Please do not include the entirety of your complaint as we have no authority to review an association complaint until it has completed the full association complaint process.*

**SECTION IV - SIGNATURE**

I understand that the sole purpose for submitting this complaint is to notify the Office of the Common Interest Community (CIC) Ombudsman that an association has failed to adopt an association complaint procedure or has failed to respond to a submitted association complaint. Upon review of the information contained in this complaint, the CIC Ombudsman will determine what action, if any, will be taken to resolve the violation. I also understand that the Office of the Common Interest Community Ombudsman cannot accept or review any association complaint (other than this form) that has not been submitted through the association complaint procedure. I verify that the information provided is true to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_\_