

# **Coleson Cluster Association**

## **COMPLAINT RESOLUTION POLICY AND PROCEDURES**

### **1. Complaint Form**

Complaints must be submitted on a Complaint Form (*see attachment*) and be sent by US mail, Email or Fax to the following:

Coleson Cluster Association  
P.O. Box 8382  
Reston, VA 20195  
Email: board@colesoncluster.org

### **2. Required Information**

The Coleson Cluster Association Board of Directors (the Association) shall review the Complaint Form contents in order to determine if it is complete and actionable.

A complaint must specifically allege a violation of applicable law or regulations by the Association. If the complaint does not express such an allegation, the complaint is not actionable, and this policy shall not apply. If the complaint is complete and actionable, the Association shall accept it for review and decision.

If the complaint is incomplete or not actionable, the Association shall not accept the complaint and shall notify the complainant why the complaint was not accepted and what additional documentation or information is necessary, if any, to process the complaint.

The Association shall provide a written acknowledgement of receipt to the complainant within seven (7) days, identifying whether the complaint is accepted or rejected. Acknowledgment of receipt and acceptance or rejection may be sent by certified letter (return receipt requested), by hand, or by e-mail. The Association shall retain a record of delivery of acknowledgments.

### **3. Review Period**

If and when a complaint is accepted for review, either upon initial filing or upon receipt of additional information or documentation, the Association shall complete its review of the complaint within 30 days.

If a complainant fails to submit required or additional requested documentation or information to the Association within 14 days of receipt of such a request, the Association shall deem the matter closed.

#### **4. Meeting or Hearing**

At the end of the review period, the Association shall give written notice to the complainant of the time, date, and location of a hearing or meeting of the Association, where a final decision regarding the complaint shall be made.

The notice shall be sent by certified letter (return receipt requested), by hand, by fax, or by e-mail no less than 14 days prior to the meeting or hearing. The Association shall maintain a record of all notices.

#### **5. Notice of Decision**

The Association shall conduct the proceedings and make a final decision on the complaint. Notice of that decision shall be sent by certified letter (return receipt requested), by hand, or by e-mail within 7 days of the decision.

The Notice of Decision shall be dated as of the date of the decision, include specific citations to the laws or regulations of Virginia that led to the final decision, and include the Common Interest Community registration number for the association.

#### **6. Appeal to Ombudsman**

The Notice shall also advise the complainant of his or her right to file an appeal to the Office of the Common Interest Community Ombudsman and provide the data necessary to do so.

#### **7. Record Keeping**

The Association shall maintain a record of all complaints for no less than one year from the date of the Association's final decision. The Association shall maintain a record of all complaints that do not require a decision for no less than one year from the date of the Association's last communication with the complainant.

#### **8. Availability**

A copy of these procedures shall be made available on the Association's website. These procedures shall be made available in writing upon written request.

#### **9. Resale Disclosure Packet**

A copy of these procedures shall be included in any resale disclosure packet.

#### **10. Annual report**

The Association shall certify with each annual report filing that the Association complaint procedure has been adopted and is in effect.

### **CERTIFICATION OF ADOPTION**

I, the undersigned, do hereby certify:

THAT I am the duly elected and acting secretary of Coleson Cluster Association, a Virginia non-stock corporation: and

THAT the foregoing Complaint Resolution Policy and Procedures constitute the Complaint Resolution Policy and Procedures of said Association, as duly adopted at a meeting of the Board of Directors thereof, held on the \_\_\_ day of \_\_\_\_\_ 2013.

IN WITNESS WHEREOF, I have hereunto subscribed my name on this \_\_\_ day of \_\_\_\_\_ 2013.

Laura Dalton  
Secretary

### **CERTIFICATION OF DELIVERY**

I hereby attest that this Complaint Resolution Policy was mailed and/or hand-delivered to the addresses of record of the Owners on this \_\_\_\_\_ day of \_\_\_\_\_, 2013.

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Vernon Wyly  
President

## Coleson Cluster Association Complaint Form

(To comply with Section 55-530 of the Virginia Code)

Use this form to file a complaint. Please complete, sign, and date this form and mail or fax to:

Coleson Cluster Association  
P.O. Box 8382  
Reston, VA 20195  
Email: board@colesoncluster.org

Complainant(s):

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Address:

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Phones:     *Home* \_\_\_\_\_ *Work* \_\_\_\_\_

*Cell* \_\_\_\_\_

E-mail \_\_\_\_\_

Preferred communication: \_\_\_\_\_ Letter \_\_\_\_\_ E-mail

Describe your complaint, including relevant times, dates, and locations, and the specific provision(s) of state law and/or regulations that you believe has been violated (please attach all documents and communications supporting your complaint [use additional pages if necessary]):

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Signed: \_\_\_\_\_

Date: \_\_\_\_\_

The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

<p><b>To be completed by the Association President only</b></p> <p><b>Received by:</b></p> <p>_____ <b>Date:</b> _____</p>
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