

HIGHLAND PLACE COMMUNITY ASSOCIATION, INC.  
POLICY RESOLUTION NO. 2017-1  
COMPLAINT PROCEDURES

WHEREAS, the Bylaws, Article III, Part C, Section 17 states that the Association Board of Directors shall have powers to make rules and regulations governing the management and operations of the Association, and,

WHEREAS, for the benefit and protection of all Owners, and in accordance with the provisions of Section 54.1-2354.4 of the Code of Virginia and the Common Interest Community Ombudsman Regulations 18VAC48-70-40, the Board deems it desirable to formally adopt a policy to establish a written association complaint procedure.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Association is only required to act on written complaints submitted to the Association's President in accordance with the procedures set forth in this Resolution.

2. To properly submit a formal complaint upon which the Association will act, all residents, owners, and any other parties must submit a written complaint on the form attached hereto as Attachment A, to the Association's President and to the attention of the Board of Directors.

3. All written complaints shall be sent via USPS or email, using the following information:

Highland Place Community Association, Inc.

P.O.Box 1603

Kilmarnock, VA 22482

Email: [rogergruben@gmail.com](mailto:rogergruben@gmail.com)

Phone: 804-450-0177

4. All Complaints must include the following information:

- Name and address of complainant
- The nature of the alleged violation
- Time, date, and place of violation
- Name and address of the suspected violator, if known
- Signature of the complainant.

5. The Association's Secretary shall maintain a record of the complaint for no less than one year from the date of action taken on the complaint.

6. Upon receipt of a valid, written complaint, the Association shall take appropriate action to investigate and resolve the complaint, in accordance with the Association's Governing Documents and the applicable provisions of the Virginia Code.

7. The Association's President may contact a complainant to request additional information related to a written request.

8. The complainant may contact the Association, in writing, to follow up on the status of the complaint.

9. The Association shall advise all complainants via the association's authorized complaint form, of their right to provide notice of any adverse decisions rendered by the Association, to the applicable Office of the Common Interest Community Ombudsman. The name, address and telephone number of the office to which notice should be directed shall be included on the authorized complaint for as approved by the Association.

10. The Association holds owners legally responsible for ensuring that residents of their household, guests, or invitees, comply with the Association's Covenants.

RESOLUTION EFFECTIVE DATE: 3/24/2024

## **Attachment A**

### **COMPLAINT FORM**

**HIGHLAND PLACE COMMUNITY ASSOCIATION, INC.**

Please sign and date each page.

Name of complainant: \_\_\_\_\_

Address of complainant: \_\_\_\_\_

Phone (h) \_\_\_\_\_

Phone (c) \_\_\_\_\_

Email: \_\_\_\_\_

Preferred method of contact: \_\_\_\_\_

Please describe your complaint:

Date and time of Alleged Violation: \_\_\_\_\_

Location of Alleged Violation: \_\_\_\_\_

Name(s) and address(es) of complaint subjects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please deliver to:

Highland Place Community Association, Inc.

P. O. Box 1603

Kilmarnock, VA 22482

Email: [rogergruben@gmail.com](mailto:rogergruben@gmail.com)

The Association may elect not to take action on any complaint which does not conform to the above-referenced delivery requirements or include the requested information on this form.

Upon receipt of your complete, written complaint, the Association will begin. The Association will maintain a record of your complaint for at least one year from the date upon which it takes action to resolve your complaint.

You may contact the Association in writing via mail or by email using the above referenced contact information.

The office of the Common Interest Community Ombudsman (“Office”), is a government body, which may assist you in using the complaint procedures set forth in the Association’s governing documents, as well as the Virginia Property Owners’ Association Act. In accordance with the Common Interest Community Board’s (CIC BOARD) rules and procedures and VA Code §54.1-2354.4, you may give notice to the CIC Board of any final adverse decision which your Association may make regarding your complaint. You must file the notice within 30 days of the final adverse decision. Your notice must be in writing on forms prescribed by the Commonwealth Board. Shall include copies of all records pertinent to the decision, and shall be accompanied by a filing fee. The Commonwealth Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause you undue financial hardship. For more information, please contact the Office of the Common Interest Community Ombudsman

Department of Profession and Occupational Regulation

9960 Maryland Drive Suite 400

Richmond, Virginia 23233-1464

Office – 804-367-2941

Email – [cic@dpor.virginia.gov](mailto:cic@dpor.virginia.gov)

Signature: \_\_\_\_\_

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

TO BE COMPLETED BY ASSOCIATION REPRESENTATIVE ONLY

Received by: \_\_\_\_\_

Title: \_\_\_\_\_

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