

## ***Lake Salisbury Association Complaint Procedure***

In accordance with Virginia Code Section 54.1-2354.4, Common Interest Community Regulations and Lake Salisbury Association (the Association)'s governing documents, the Association provides this written process for resolving complaints from members and citizens.

1) Any complaint to the Association must be in writing and must include the complainant's name, address, email address, telephone number, a detailed explanation of the complaint, including the relevant facts and circumstances, the names and contact information of the persons involved and the requested action or resolution. If the complainant has knowledge of the law or regulation applicable to the complaint, the complainant must provide that reference as well. Complaints must be submitted either by: a) U.S. Mail to Lake Salisbury Association P.O. Box 232 Midlothian, VA 23113; or b) by hand to the current president of the Association. The Association will provide written acknowledgement of receipt of the complaint within seven (7) days of receipt. Such acknowledgement may be delivered by hand, mail or email to the complainant at the address provided in the complaint.

2) The Association will timely evaluate any complaint it receives and promptly request any additional information and/or documents from the complainant as needed for the Association to evaluate the complaint. The complainant must respond to each of the Association's requests for additional information and/or documents within 14 days from the date of the Association's requests.

3) If the Association decides it would like to hear from the complainant in person, the Association will provide at least 7 days notice to the complainant of the date, time, and location of an Association meeting at which the merits of complaint will be heard and considered.

4) The Association will make a response to and disposition of the complaint within 45 days of the last to occur of: the receipt of the original written complaint, the complainant's response to the Association's last request for additional information and documents, or the meeting at which the complaint was heard and considered.

5) After a final determination is made by the Association, a written notice of final determination will be delivered by hand, mail or email to the complainant. The notice of final determination will be dated as of the date of issuance and, where applicable, include citations to applicable Association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the Association. Notice of final determination will include the complainant's right to file Notice of Final Adverse Decision with the Common Interest Community Board (the "Board") via the Common Interest Community Ombudsman within 30 days of the Notice of Final Adverse Decision at the Office of the Common Interest Community Ombudsman, Department of Professional and Occupational Regulation, 9960 Mayland Drive, Suite 400, Richmond, Virginia 23233, 804/367-2941, [CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov).

6) The Association will maintain a record of each complaint for no less than one year after the Association acts upon the complaint.