Estuary Court - Virginia Beach





#### ASSOCIATION COMPLAINT FORM

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors ("Board") of Buckner Woods Condominium Association ("Association") has established this complaint form for use by persons who wish to file complaints with the Association regarding the action, inaction or decision by the Board, managing agent or association inconsistent with applicable laws and regulations.

Legibly describe your c	omplaint in the area provided below, as well as	the action or resolution requested to the
issues described in your compla	aint. Please include references to the specific fa	acts and circumstances at issue and the
=	ations and applicable association governing doc	
	e attach a separate sheet of paper to this comple	aint form. Also, attach any supporting
documents, correspondence and	d other materials related to your complaint.	
Sign, date and print your name a on the bottom of this letterhead	and address below and submit this completed for	m to the Association at the address listed
Print Name	Signature	Date
Mailing Address		
Unit Address		
Email	Phone No	Other
Contact Preference: Phone	Email	

If, after the Board's consideration and review of your complaint, the Board issues a final decision adverse to your 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 thirty (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 804/367-2941 CICOmbudsman@dpor.virginia.gov

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Management By: The Select Group - 757.486.6000



#### COMPLAINT PROCESS PURSUANT TO

### VA. CODE SECTION 55-530E AND REGULATION 18 VAC 48-70-60

- 1. An owner or resident may file a written complaint regarding the action, inaction or decision by the Board, Managing Agent or Association inconsistent with applicable statutes and regulations ("Association Complaint"). All Association Complaints shall be submitted in writing to the Management office by hand delivery or mail to The Select Group, Inc., 2224 Virginia Beach Blvd., Suite 201, Virginia Beach, Virginia 23454 or via fax to: 757-486-6988 on an Association Complaint Form. Association Complaint Forms are available through the Management office.
- 2. The Association Complaint shall be as specific as possible about the facts and circumstances; shall include references, to the extent the complainant has knowledge, to any provisions of law, regulations, the Governing Documents, Rules and resolutions, which are the subject of the Association Complaint; and shall state the requested action or resolution. The Association has the option not to act upon any complaint for which insufficient information is provided, which does not in the Association's sole discretion constitute a valid complaint or that an owner or resident fails or refuses to submit in writing.

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Association Complaint Form within seven (7) days of receipt and shall state the date, time and location that the matter will be considered by the Board of Directors. The acknowledgement shall be hand delivered or mailed by certified mail, return receipt requested, to the complainant at the mailing address or, provided the sender retains proof of delivery, by electronic

The Association Manager will provide written acknowledgement of receipt of the completed

transmission to the email address provided on the Association Complaint Form. If it appears

from the submission that additional information is necessary to continue processing the

Association Complaint, the acknowledgement will also identify the additional information

needed and provide a reasonable amount of time for the complainant to respond.

4. If the complainant fails to respond within the timeframe by providing the additional requested

information, the Association Complaint shall be deemed withdrawn. If an Association

Complaint is deemed withdrawn, the Association Manager shall notify the complainant in

writing of such disposition by hand delivery, first class mail or email.

5. Completed Association Complaint forms submitted to the management office will be reviewed

at the next regularly scheduled meeting of the Board of Directors, provided such form is

submitted at least seven (7) days prior to the next regularly scheduled Board of Directors

meeting. The Board of Directors meets as needed. If the completed form is received less than

seven (7) days prior to the next regularly scheduled meeting of the Board of Directors, the form

shall be reviewed at the next subsequent regularly scheduled Board meeting.

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or mailed by certified mail return receipt requested or, provided the sender retains sufficient proof of delivery, by electronic transmission to the complainant at the address on the Association Complaint Form. This notice shall be dated and include specific citations to applicable Governing Documents, statutes, regulations, Rules or resolutions that led to the

Within seven (7) days of any decision by the Board of Directors, notice will be hand delivered

determination, as well as the CICB registration number of the Association and if applicable,

the name and license number of the Common Interest Community Manager shall also be

provided. This notice will be the final written determination if no appeal is made by the

complainant.

6.

7. Once the Association Complaint procedure has been exhausted, the notice of final

determination shall be dated and include specific citations to applicable Governing Documents,

statutes, regulations, Rules or resolutions that led to the final determination, as well as the CICB

registration number of the Association. If applicable, the name and license number of the

Common Interest Community Manager shall also be provided. The final determination notice

shall include a notice of the complainant's right to file a Notice of Final Adverse Decision with

the Common Interest Community Ombudsman and the applicable contact information.

8. A record of each association complaint filed with the Association shall be maintained for no

less than one year after the association acts on the complaint.