

Common Interest Community Law Complaint Form and Process

Name of Association: _____

Members Name: _____ Date: _____

Property Address: _____

Mailing Address: _____

Phone: _____ Email: _____

Complaint Details: _____ **Date of the violation** _____

(Please attach additional information and/or important documentation concerning the complaint including all notices and correspondence)

Complaint Process

- All complaints must be submitted in writing to the Association office at 202 North Liberty Street Suite 101 Harrisonburg VA 22802.
- Forms are available by request or on the Association website mypoa.com.
- The Association will provide written acknowledgment of receipt by hand delivery, certified mail (return receipt requested), or by electronic means, within 7 days of receipt to the complainant at the address provided.
- The complainant shall provide reference to the law or regulation applicable to the complaint, as well as the requested action or resolution.
- The Association shall have 30 days to review and request additional information. If no additional information is requested by the Association, the Association will have 90 days from the original date the complaint was submitted to schedule a meeting to consider the complaint. If additional information is requested, the 90 day time period will not begin until the additional information is received by the Association. Notice of the date, time, and location that the matter will be considered shall be hand delivered, mailed by certified mail (return receipt requested), or by electronic means, to the complainant at the address provided no less than 10 days prior to the meeting.
- After the final determination is made, written notice of final determination shall be hand delivered, mailed by certified mail (return receipt requested), or by electronic means, to the complainant at the address provided within 7 days.
- 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 registration number of the Association and community manager.
- The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.