

# HOA Complaint and Dispute Resolution Procedure

## 1. Purpose

This document outlines the procedure by which members of the Homeowners Association (HOA) may submit and resolve complaints or disputes with the Association, the Board, or other members.

## 2. Scope

This procedure applies to all HOA members regarding disputes or complaints pertaining to the Association's rules, property usage, or actions of the Board or other members.

## 3. Complaint Submission

1. Complaints must be submitted in writing to the HOA Board via email or the official HOA mailing address.
2. The written complaint should include:
  - o Name and contact information of the complainant
  - o Date of submission
  - o Summary and details of the complaint or dispute
  - o Relevant supporting documentation, if any

## 4. Acknowledgement

1. The Board will acknowledge receipt of the complaint within 5 business days.
2. A timeline for review and resolution will be provided to the complainant.

## 5. Investigation and Review

1. The Board will review the complaint and may conduct interviews or request additional information.
2. If necessary, the Board may schedule a meeting with all involved parties for clarification.

## 6. Resolution

1. The Board will render a decision or proposed resolution in writing within 30 days of receipt, unless more time is required.
2. All parties will be informed of the outcome and any actions to be taken.

## 7. Appeal

1. If dissatisfied, the complainant may request reconsideration by submitting a written appeal within 15 days of the decision notice.
2. The Board will review the appeal and provide a final response within 20 days.

## 8. Recordkeeping

The Board will maintain confidential records of all complaints and their resolutions for a minimum of five years.

## **9. Confidentiality**

All complaint and dispute proceedings will be treated with confidentiality and respect for all parties involved.

## **10. Effective Date**

This procedure is effective as of \_\_\_\_\_ and supersedes any previous complaint resolution procedures.