

# Colts Neck Cluster Complaint Form

The Colts Neck Cluster wishes to empower its members by providing a forum for their complaints and a means to address them to the Board of Directors. Your complaint(s) may be shared with other members of the Cluster who are affected or party to the complaint.

In accordance with the 2008 Virginia Legislature laws that became effective July 1, 2008 governing community associations, this form establishes a required process for resolution of written complaints within the Colts Neck Cluster association; this process includes:

-Maintaining records of each complaint for at least one year after acting on a complaint

-Informing Association members of their right to file a Notice of Adverse Decision with the Ombudsman (see page 2, "Procedures for Addressing Complaints").

*NOTE: Complaints regarding Cluster design standards are administered by the Reston Association Design Review Board and should be addressed to RA at 1930 Isaac Newton Square, Reston 20190.*

Please be accurate and fair in your comments. Remember, you are responsible for what you write!

**Member Information:** Please provide information about you (since we will address your complaints, the Cluster Board does not accept anonymous complaints).

Your name: \_\_\_\_\_

Your street address: \_\_\_\_\_

Home telephone number: \_\_\_\_\_

Other telephone number: \_\_\_\_\_

Your e-mail address: \_\_\_\_\_

**COMPLAINT TYPES (circle one):** Your complaint is regarding

- 1) the condition of the common area(s) of the Cluster
- 2) the action(s) or policies of the Cluster Board of Directors
- 3) the actions of another member of the Cluster that violates Cluster policies or By-laws or infringes upon your rights as a member.

**Please use the space below or additional pages to concisely state the nature of your complaint (see page 2, "Procedures for Addressing Complaints")**

**Send your completed form to: Colts Neck Cluster Board, P.O. Box 3802, Reston, VA 20195**

# Procedures for addressing complaints

Send your completed complaint form to:

Colts Neck Cluster Board

P.O. Box 3802

Reston, VA 20195

In the event of a complaint to the Cluster Board, the filer of the complaint will be notified in writing that the complaint has been received.

A **Type 1** complaint will be taken up at the next regularly scheduled Cluster Board meeting. A notice of action drafted by the Board will be sent to the filer after that meeting that will explain the Board's recommended course of action and will describe any financial allotments that may be necessary to address the issue.

A **Type 2** complaint will be taken up at the next regularly scheduled Cluster Board meeting. **In order to have a complaint of this type heard, the plaintiff must be present at the Board meeting.** A notice of action drafted by the Board will be sent to the filer after that meeting that will explain the Board's recommended course of action.

In the event of a **Type 3** complaint, a copy of the complaint form will be immediately sent to the other Cluster members affected by or party to the complaint along with a letter of invitation to attend the next regularly scheduled Board meeting. This will provide for an open "hearing" of the complaint before the Board, as well as provide an opportunity for any rebuttals to the complaint. A recommended course of action to resolve the complaint will be discussed afterwards by the Board, and sent to all affected parties no more than one month after the meeting is held.

If, in the opinion of the Board the complaint is not valid, you will be given an opportunity to appeal to the Board. If the appeal is successful the Board will assign one or more of its members to meet with the violator(s) to correct the situation.

*NOTE: Cluster design standards are administered by the Reston Association Design Review Board (RA) and applications should be addressed to the RA at 1930 Isaac Newton Square, Reston 20190.*

To learn more about the **Office of the Common Interest Community Ombudsman**, visit: [www.dpor.virginia.gov](http://www.dpor.virginia.gov)

or write to:

Office of the Common Interest Community Ombudsman

9960 Maryland Drive, Suite 400

Richmond, VA 23233-1485

Tel: (804) 367-8504

Send your completed form to: Colts Neck Cluster Board, P.O. Box 3802, Reston, VA 20195