

THE
VILLAGE  **GRANDE**[®]
AT ENGLISH MILL

Procedure 100 – General Complaint

I. Purpose

- A. This Procedure describes the process for notifying the HOA of a complaint not otherwise covered by a specific procedure and the steps to be followed for the disposition of the complaint. This procedure does not pertain to emergencies which should be handled by calling 911.

II. Scope

- A. This procedure applies to all HOA members and VGEM residents.

III. Roles and Duties

- A. Submitter – Prepare Form 100 (General Complaint) and submit to Site Manager.
- B. Site Manager – Receive and review Form 100 and initiate an action plan for the disposition of the complaint.

IV. Procedure

- A. Any VGEM member may initiate a complaint by filling out Form 100 General Complaint Form and submitting to the Site Manager. The submission may be by email or may be placed in the Manager's mailbox.
- B. The Submitter is responsible to review the Governing Documents to ensure that the complaint is based on a violation of a rule, regulation, or covenant.
- C. The form shall contain the name, address, and phone number of the Submitter.
- D. Anonymous complaints will be rejected.
- E. The Manager and the Board of Trustees will use its best efforts to withhold the identity of the Submitter unless:
 - 1. Person against whom the complaint is filed requests ADR or a meeting with the Board of Trustees.

2. Person against whom the complaint is filed pursues legal action against the HOA.
- F. The Manager shall promptly review the complaint, note the date received and initial the complaint form, and determine the appropriate course of action,
- G. The Manager may need to contact the Submitter for additional information or may consult with the Trustees or the appropriate committee to determine the validity of the complaint, the extent of any violation, and the appropriate course of action.
- H. An action plan shall be developed by the Manager with expected completion dates and be attached to the complaint form.
- I. All open complaints shall be reviewed at the Board workshop meetings.
- J. Any action taken shall be noted on the complaint form, the form shall be identified as closed and will become a part of the resident's file.
- K. Should there be a conflict between the terms of this procedures and the Governing Documents, the Governing Documents shall control.

V. Definitions and Acronyms

- A. Governing Documents – the Declaration of Covenants, By-Laws, and other rules and regulations.
- B. HOA- Village Grande at English Mill Homeowners Association, Inc.
- C. Submitter – the person initiating the complaint.
- D. Site Manager – the person responsible for the day to day operation of the HOA
- E. Trustee – Member of the Board of Trustees

VI. Attachments

- A. Form 100 – General complaint Form