

Village Grande at English Mill Homeowners Association

PROCEDURE 101 – GENERAL COMPLAINT

Process/Procedure Owner: Site Manager

1.1 Purpose

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.

1.2 Scope

This procedure applies to all HOA members and VGEM residents.

1.3 Roles and Duties

Submitter – Prepare Form 101 (General Complaint) and submit to Site Manager.

Site Manager – Receive and review Complaint Form and initiate action plan for the disposition of the complaint.

1.4 Procedure

Any VGEM HOA member may initiate a complaint by filling out a Complaint Form (Form 101) and submitting to the Site Manager's office. The submission may be via Email to the Site Manager or by placing in the mailbox outside the Site Manager's office. Please note this Procedure does not pertain to emergencies. Emergency situations should be handled by contacting the Egg Harbor Township Emergency Center by dialing 911. 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. The Complaint Form shall contain the name, address and phone number of the Submitter. Failure to provide name address and phone number will result in rejection of the complaint. The HOA will use its best efforts to withhold the identity of the Submitter unless:

1. Person against whom the complaint is filed requires a hearing with the ADR Committee and/or the Board to respond to the allegations asserted in the complaint.

2. Person against whom the complaint is filed pursues legal action against the HOA.

The Site Manager shall promptly review the complaint, note the received date and initial the Complaint Form and determine the appropriate course of action. The Site Manager may need to contact the Submitter for additional information, or may consult with the Trustees or appropriate HOA Committee members to determine the validity of the complaint, extent of any violation and appropriate course of action. An action plan shall be developed by the Site Manager with expected completion dates and be attached to the Complaint Form. All open complaints shall be reviewed at the regular scheduled meetings between the Site Manager and the Trustees. Any action taken shall be noted on the Complaint Form and the Complaint Form shall be identified as closed with the

initials of the Site Manager. The completed form along with all pertinent attachments shall be filed for future reference.

Should there be a conflict between the terms of this Procedure and the terms of the Governing Documents, the terms of the Governing Documents shall control.

1.5 Definitions and Acronyms

Submitter – The person initiating the Complaint.

HOA/Association – Village Grande at English Mill Homeowners Association Inc.

Governing Documents- Shall mean the Declaration of Covenants, and Restrictions for the Village Grande at English Mill, By-Laws of the Village Grande at English Mill Homeowners Association, Inc., and or any other Rules & Regulations duly adopted by the Board of Trustees for the Association.

Site Manager- The person responsible for the day to day administration of the HOA.

Trustees – The members of the VGEM HOA Board of Trustees

VGEM – Village Grande at English Mill

1.6 Attachments

Form 101 – Complaint Form

1.7 References

Form 101 – Complaint Form

1.8 Inquiries

Questions regarding this procedure should be directed to the Site Manager.