

OAK PARK CIVIC ASSOCIATION, INC.

POLICY RESOLUTION

Dated October 8, 2019

Procedures for Receiving and Reviewing Complaints

WHEREAS, the Board of Directors intends to hereby revise and update the Association's policies and procedures for receiving, considering and resolving complaints about actions, inactions or decisions by the Association or the Board of Directors consistent with the applicable requirements in the Common-Interest Communities Statutes in the Code of Virginia and 18 VAC 48-70-30, et. seq.

NOW, THEREFORE, BE IT RESOLVED THAT, in accordance with the applicable statutory requirements in the Code of Virginia and 18 VAC 48-70-30, et. seq., the Board adopts the following complaint policies and procedures.

- A. Complaint Form.** All complaints alleging that an action, inaction or decision of the Association or the Board of Directors is inconsistent with state laws or regulations governing common interest communities shall be submitted in writing to the Board of Directors using the Complaint Form attached hereto as "Exhibit A," the instructions on which are incorporated into and made a part of these complaint policies and procedures.
- B. Mailing or Delivering Complaint to Board of Directors.** The fully completed, signed and dated Complaint Form and attachments shall be mailed or otherwise delivered to the Board at the following address:

By Mail: Oak Park Civic Association, Inc.
 c/o myStreet Community Management
 7231 Forest Avenue, Suite 102
 Richmond, VA 23226

By E-mail: hoa@oakparkrva.com

- C. Acknowledging Receipt of Complaint.** The Board of Directors shall send a written acknowledgement of receipt of each properly completed and submitted Complaint Form to the complainant by hand delivery, certified mail or electronic means, provided that the Board of Directors retains sufficient proof of electronic delivery not later than seven (7) days of receipt of the Complaint Form.
- D. Incomplete Complaint Form.** Promptly upon receipt, the Board of Directors shall review each Complaint Form and attachments received to determine if they contain sufficient information to evaluate and act upon the complaint. In the event that the Complaint Form, together with any attached documents, is insufficient to evaluate and act upon, the Board of Directors shall request of the complainant, within seven (7) days of receipt of the Complaint Form, such additional information or documentation as is necessary in order to do so.


- E. Insufficient Information.** If the complainant fails to provide such additional requested information or documentation within fifteen (15) days of the Board of Directors' request, the Board, in its sole discretion, may either address the complaint on the basis of the available information or consider the complaint resolved and the complaint process shall be closed. In the event the complaint is deemed resolved under the provisions of this paragraph, the Board of Directors shall send to the complainant within seven (7) days of the Board's decision a Notice of Final Determination that the complaint process with respect to the complaint has been closed by hand delivery, certified mail or electronic means, provided that the Board of Directors retains sufficient proof of electronic delivery.
- F. Consideration of Complaint.** When the Complaint Form, together with any attached documents and any requested additional information is complete and provides sufficient information to process the complaint, the complaint shall be considered by the Board of Directors at its next regular meeting, or, within its sole discretion, at a special meeting that is convened at least two (2) weeks thereafter. Written notice of the time, date and location of the Board meeting at which the complaint will be considered shall be provided to the complainant within a reasonable period of time prior to the Board meeting by hand delivery, certified mail or electronic means, provided that the Board of Directors retains sufficient proof of electronic delivery.
- G. Disposition of Complaint.** The Board of Directors shall dispose of the complaint by taking such action as the Board deems appropriate to grant the relief sought, including without limitation issuing sanctions, modifying practices or dismissing the complaint. Within seven (7) days after the Board of Directors makes a final determination with respect to the disposition of the complaint, the Board of Directors shall provide a written Notice of Final Determination to the complainant by hand delivery, certified mail or electronic means, provided that the Board of Directors retains sufficient proof of electronic delivery. The decision rendered by the Board of Directors, as set forth in the Notice of Final Determination, is final. There is no right of appeal to the Association.
- H. Notice of Final Determination.** 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 and shall include the registration number of the Association and the license number of the common interest community manager (if any). The Notice of Final Determination shall include a statement that the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Ombudsman and that the Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1463
Phone: (804)-367-2941
Email: CICOmbudsman@dpor.virginia.gov

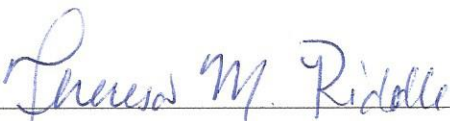
- I. The Association shall maintain a record of each complaint received and the disposition of the same for one (1) year from and after the date of issuance of the Notice of Final Determination.
- J. The policies and procedures set forth in this Policy Resolution shall apply to all complaints received after the date of adoption hereof.

The Board of Directors at a duly called meeting of the Board of Directors on this 8th day of October, 2019 duly adopted this Policy Resolution ***Procedures for Receiving and Reviewing Complaints***. The Effective Date of this Policy Resolution is the date of Board of Directors meeting. It supersedes and replaces all prior Complaint Procedures adopted by the Association.

OAK PARK CIVIC ASSOCIATION, INC.

By: 

President

By: 

Secretary

EXHIBIT A

COMPLAINT FORM

Oak Park Civic Association, Inc.
c/o myStreet Community Management
7231 Forest Avenue, Suite 102
Richmond, VA 23226

Pursuant to Chapter 23.3 of Title 54.1 of the Code of Virginia, the Board of Directors (“Board”) of the **Oak Park Civic Association, Inc.** (“Association”) has established this Complaint Form for use by persons who wish to register written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent or association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint (not including copies of laws, regulations or the Association’s Governing Documents).

PRINT the information below, sign and date.

_____	_____	_____
Name	Signature	Date

Mailing Address

Mailing Address (continued)

_____	_____	Contact Preference:
E-mail Address	Phone Number	<input type="checkbox"/> Phone <input type="checkbox"/> E-mail

Submit this completed form to the Association at the address listed above.

If, after the Board’s consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (“CICB”) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (“Ombudsman”), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
804-367-2941
CICOMBudsman@dpor.virginia.gov