

Courtland Square Board of Director's Complaint and Request Process

1. Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors ("BOD") of Courtland Square Homeowners Association has established this request ("Complaint Form") for any homeowner ("Complainant") wanting to express their concerns. Whether they are action, inaction or decision by the governing board, managing agent or association inconsistent with applicable laws, declaration, guidelines or other applicable documents.
 - a. The homeowner who feels that someone is in violation ("Complainant") should legibly complete the attached complaint form in its entirety. Please include references to the specific facts and circumstances at issue and the provisions that support the complaint. Please attach any supporting documents, correspondence and other materials related to the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form.
 - b. When completed, mail the complaint form to the Association's address at
**Courtland Square Homeowners Association
PO BOX 125
Purcellville, A 20134**
2. The President or a member of the community assigned by the President ("Ombudsman") will review each complaint. If the BOD is the entity of the complaint ("Offender"), then a BOD member cannot be the Ombudsman and a neutral homeowner will be chosen. The President/Ombudsman with either:
 - a. Discard the enforcement request if presented anonymously. No further action will be taken at this time or
 - b. Return the enforcement request to the Complainant for additional information and request for resubmission. No further action will be taken at this time or
 - c. A due diligence process on the complaint will be enacted to ensure validity of the complaint which could entail inspection and/or talking with parties involved. If complaint is considered valid, the Complainant will be notified that BOD is considering the complaint.
3. The President or Ombudsman will inform the rest of the BOD that the Complainant does have a valid complaint. The members of the BOD should at this time also do their due diligence to ensure President/Ombudsman is correct in their findings. If other members of the BOD feel the President/Ombudsman is not correct, hold an informal meeting to have a dialogue over their differences.
4. Send letters to the Offender in the following order:
 - a. Send 1st letter to the homeowner requesting that the Offender make corrective action with the complaint.
 - b. A 10 day correction action needs to be taken by the homeowner and if not, a second letter will be sent by the BOD's to the Offender stating fines if corrective action is not taken. Fines will begin to be levied against the Offender at this time.
 - c. Both letters will state that the homeowner has a right to write a letter to the BOD's stating their side and reasons why they feel that BOD is unjust in their ruling. BOD will take their explanation into consideration and will setup a special meeting with the Offender for a hearing. After hearing, BOD will make a final decision in a closed door session.
 - d. If after hearing the Offender still feels they have been ruled unjust, the Offender has 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, 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 CICB can 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**

