

Barristers Place Community Association (BPCA)  
Post Office Box 1192, Vienna, VA 22183  
[BarristersPlaceHOA@gmail.com](mailto:BarristersPlaceHOA@gmail.com)

### **Association Complaint Procedure**

1. The complainant will complete and file with the BPCA Board of Directors (Board) an Association Complaint Form (copy attached) together with such supporting documents and related materials as may be needed to provide a complete understanding of the matter in dispute.
2. Upon receipt of the complaint form, the Board will refer the complaint to the appropriate subject matter committee (e.g.: architectural review, rules, financial matters) for any necessary investigation and development of a recommendation.
3. Within 21 calendar days following its receipt of the complaint form and all documents and materials needed to support its decision making, the subject matter committee will report in writing to the Board on the merits of the complaint and any remedial action the committee deems to be necessary.
4. Within 21 calendar days following its receipt of the subject matter committee's findings and recommendations, the Board will make its response to the complaint in writing.
5. As provided by Virginia Common Interest Community Ombudsman Regulations, the complaining association member can appeal the BPCA Board's decision to the Office of the Common Interest Community Interest Ombudsman in Richmond, VA.
6. The BPCA will maintain a copy of the complaint with supporting documentation as well as BPCA investigative work papers, and the Boards final decision for a period of at least one year in a file identified as to the address and lot in question.

### Association Complaint Form

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of the Barristers Place Community Association has established this complaint form for use by persons who wish to file 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. Please 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, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

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Sign, date, and print your name and address below and submit this completed form to the Association at the address listed above.

_____ Printed Name	_____ Signature	_____ Date
_____ Mailing Address		
_____ Lot/Unit Address		
_____ Email Address	_____ Phone Number	_____ Contact Preference (phone/email/other)

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](mailto:CICOmbudsman@dpor.virginia.gov)