

RAVEN POINTE HOMEOWNERS' ASSOCIATION
PROCESS FOR RESOLVING ASSOCIATION COMPLAINTS

The process described below will be followed by the Raven Point HOA Board (Board) when it has received an Association Complaint Form submitted to the Board by a member or citizen relating to violations of the Property Owners' Association Act, the Condominium Act, the Virginia Real Estate Cooperative Act or applicable regulations. Note that the Association Complaint Form is NOT to be used to address complaints related to internal issues in the Association, for example, architectural guideline violations or violations of RPHOA Deed of Dedication or By-laws.

1. Board receives a written complaint completed on the Association Complaint Form and sent to PO Box 1701, Winchester VA 22604.
2. The Board will provide written acknowledgment of receipt of the association complaint to the complainant within seven days of receipt and may request at that time additional written information or clarification. Such acknowledgment shall be hand delivered or sent via registered mail or email if requested by complainant.
3. The association shall have 30 days for identifying and requesting additional information that is necessary for the complainant to provide in order to continue processing the association complaint.
4. The association shall have an additional 30 days for responding to the complaint once the additional information is received or for disposition of the complaint if the requested information is not received within the requested timeframe.
5. Notice of the date, time and location that the matter will be considered will be hand delivered or mailed by registered mail to the complainant at the address provided, or delivered by electronic means.
6. After the final determination is made, a written notice of final determination will be hand delivered or mailed by registered mail to the complainant at the address provided, or delivered by electronic means, within seven days.
7. The notice of final determination will be dated as of the date of issuance and will include specific citations to applicable association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the association.
8. The notice of final determination will include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.
9. This process and the Association Complaint Form will be posted on the Raven Pointe Homeowners' Association website at www.ravenpointehoa.org