

**ROXBURY OF MOUNT VERNON
HOMEOWNERS' ASSOCIATION, INC.
3699 ROXBURY LANE
ALEXANDRIA, VIRGINIA 22309**

17 January 2012

POLICY RESOLUTION 11-02

Subj: ROXBURY OF MOUNT VERNON HOMEOWNERS' ASSOCIATION, INC. FORMAL COMPLAINT PROCESS

**Ref: (a) Virginia Code Annotated § 55-530
(b) CIC Ombudsman Regulations
(c) Roxbury of Mount Vernon HOA Governing Documents**

Encl: (1) Roxbury of Mount Vernon Complaint Form

1. In order to properly submit a complaint, the complaining party must complete and submit to the Association Complaint Form (Enclosure 1). The complainant must allege a specific violation of applicable laws or regulations. The complainant must include the requested action or resolution that he/she seeks.
2. Complaints must be emailed to roxburymv@gmail.com or mailed via the United States Postal Service to 3699 Roxbury Lane, Alexandria, Virginia 22309.
3. The Association shall review the complaint in order to determine if it is actionable and complete. If the complaint is not complete, it is not actionable and this policy shall not apply. If the complaint is actionable and complete, it shall be accepted for review and a decision. If the complaint is not actionable and/or incomplete, the Association will return the complaint and explain why the complaint was not accepted. In either case, the Association shall provide written acknowledgment of receipt of the complaint, and its acceptance or rejection, with 7 days of receipt, via hand-delivery or certified mail to the complainant at the address provided on the Complaint Form.
4. If additional information is required from the complainant, the Association shall contact the complainant in writing, advising of the same.
5. If the additional information is not received within 15 days from the date of the request thereof, the matter shall be deemed closed and the disposition of the complaint will be hand-delivered or mailed by certified mail to the complainant at the address provided on the Complaint Form.
6. Once all required documentation to support the complaint has been timely received by the Association, the Association shall use best efforts to complete its review regarding the complaint within 30 days.

7. After completion of the Association's review of the complaint, the Association shall issue written notice of the date, time, and location of either a hearing or meeting of the Association's representatives where a final decision regarding the complaint shall occur. The written notice shall be sent via hand-delivery or certified mail to the complainant at the address provided on the Complaint Form.
8. The Board of Directors shall determine the representatives of the Association who shall conduct the proceedings and make a final decision on the complaint. Written notice of that decision shall be hand-delivered or mailed by certified mail to the complainant at the address provided on the complaint form within 7 days of the decision. The notice shall refer to the date of the decision, shall include specific citations to applicable association governing documents, laws, or regulations that led to the final decision, and shall include the Common Interest Community registration number for the Association.
9. The notice of final decision shall advise the complainant of his or her rights to file an appeal to the Office of the Common Interest Community Ombudsman and provide the data necessary to do so.
10. The Association shall maintain a record of all complaints for no less than one year from the date of the Association's final decision, including incomplete and non-actionable complaints.

RESOLUTION ACTION RECORD

Hereby this RESOLUTION is duly approved and adopted at the Roxbury of Mount Vernon Homeowners' Association monthly Board meeting held on January 17, 2012.

Agreed to and Acknowledged by our signatures below:

Tonja O. Stewart
TONJA STEWART, DIRECTOR

Cynthia Pearson
CYNTHIA PEARSON, VICE PRESIDENT

Dewayne Ford
DEWAYNE FORD, DIRECTOR

Arthur A. Grammer
ARTHUR A. GRAMMER, PRESIDENT

Daisy McInley
DAISY MCGINLEY, SECRETARY/TREASURER

Authenticated:

Daisy McInley
DAISY MCGINLEY, SECRETARY/TREASURER

ENCLOSURE 1

ROXBURY OF MOUNT VERNON HOMEOWNER'S ASSOCIATION, INC.
COMPLAINT FORM
(To comply with Section 55-530 of the Virginia Code)

You must use this form to file a complaint. Please complete, sign, and date this form and mail it to the Association's common interest community manager at 3699 Roxbury Lane, Alexandria, Virginia 22309 or email it to roxburymv@gmail.com.

Name of Complainant(s): _____

Address: _____

Phone: (Home) _____ (Work) _____
(Mobile) _____ (Email) _____

Please describe the nature of your complaint, including relevant times, dates, and locations, and the specific provision(s) of state law and/or regulations that you believe has been violated (please attach all documents and communications supporting your complaint - you may use additional pages):

Name and address of persons who are the subject of complaint:

Explain what you want the Association to do in response to your complaint:

You must date and sign this from. Anonymous complaints will not be accepted.

Signature: _____ Date: _____

The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

To be completed by Association representative only

Received by: _____ Date: _____