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1. **Purpose** - To establish policies and procedure for resolution of certain complaints from members of the George Mason Forest Homeowners Association (GMFHOA) or other citizens (the “complainant”) pursuant to Section 55-530(E) of the Code of Virginia.
 2. **Scope** - This policy applies specifically to all complaints concerning actions or inactions by the GMFHOA which are allegedly inconsistent with state laws and regulations governing common interest communities. Other type complaints made to the GMFHOA Board are not covered by this policy.
 3. **Definitions** - Unless otherwise defined, the words, terms and phrases used in this policy document shall have the same meanings as defined in the Virginia Administrative Code, Common Interest Community Board regulations (hereafter referred to as “CICB regulations”).
 4. **Applicable References**
 - 4.1. GMF HOA Website- www.gmfhoa.org
 - 4.2. Virginia Common Interest Community Board regulations, Sec. 55-530 (E), Code of Virginia
 - 4.3. GMFHOA Form 2012-01-01, Procedure for Resolution of Association Complaints
 - 4.4. GMFHOA Form 2012-01-02, Association Complaint
 - 4.5. GMFHOA Form 2012-01-03, Complaint Log
 - 4.6. GMFHOA Form 2012-01-04, Complaint Receipt/Return
 - 4.7. GMFHOA Form 2012-01-05, Notice of Board Decision
 5. **Policies**
 - 5.1 If a member of the GMFHOA, a resident, or other individual alleges that an action, inaction or decision by the GMFHOA, the Board of Directors (Board), or its agent is inconsistent with state laws or regulations governing common interest communities, then the complainant must submit a formal written complaint to the Board using the approved GMFHOA Form 2012-01-02, Association Complaint and to initiate these formal procedures.
 - 5.2. GMFHOA Form 2012-01-02, Association Complaint, is available on the GMFHOA website. That form must be used to initiate the formal complaint response process. Instructions for proper preparation and the submission procedure to the Board are on the form.
 - 5.3 If the complainant does not wish to trigger these formal procedures, then the questions, concerns or issues should be brought before the Board at a

scheduled Board meeting. The Board will then determine the appropriate response.

5.4 Pursuant to CICB regulations, the GMFHOA Board of Directors considers 90 days from the date of receipt of a properly written formal complaint to be a reasonable time frame for review, consideration and final determination of a complaint.

5.5 The formal complaint procedure and response process is described in GMFHOA Procedure 1201-01-01 which is available on the GMFHOA website.

5.6 The complainant shall receive written or electronic notification of the GMFHOA Board's decision within 10 business days of the decision.

5.7 The GMFHOA Board will not consider internal appeals to its final decision. Pursuant to CICB regulations, complainants have the right to file a notice of final adverse decision with the CICB as described in GMFHOA Procedure 1201-01-01 and .GMFHOA Form 2012-01-02.

5.8 A log and record of each complaint shall be maintained by the Board Secretary for no less than five years after a decision is rendered.

6. Administration – GMFHOA BOD shall follow this policy and revise it whenever necessary, particularly when necessitated by legislative changes to the Virginia Code that take effect on July 1st. Pending legislative changes should be studied in May so that any required revision(s) to this procedure can be drafted and approved by July 1st. This policy is established in accordance with the GMF By-Laws, Article VII, Section 1.f.