

GATES HEAD ASSOCIATION, INC.

Resident Complaint Policy and Complaint Submission Form

Pursuant to § 55-530.E of the Code of Virginia, residents of the Gates Head neighborhood have the right to request this policy and form to register a written complaint about operations of the neighborhood or the Gates Head Association Board (Board).

- A. Residents submitting a complaint under this policy and using this form should first submit the complaint to Mason Shea, President of the Board, via U.S. Mail at 1707 Habwood Lane, Henrico, VA 23238.
- B. The Board will respond to complainant within seven days of receipt of written complaint to acknowledge receipt of said complaint. Such acknowledgment will include a notice of the date, time and location of the Board meeting to address the complaint; and shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided.
- C. The Board will convene within 30 days of receipt of complaint to address the complaint and render a decision. The complaining party has the right to address the Board at the meeting.
- D. At the meeting, the Board has the right to determine whether the complaint is directly related to Board or neighborhood by-laws or operations and whether the Board has standing to render a decision. The Board will first discuss and then vote by majority to determine whether the complaint is related to neighborhood by-laws or operations. If the Board determines the complaint is related to neighborhood by-laws or operations, it will then discuss and vote by majority to render a decision on the complaint. If the Board determines the complaint is not related, the complaint process ends and the Board classifies the complaint as addressed and resolved. The Secretary will document the decision, vote, and any related Board actions.
- E. After the final determination is made, the written notice of final determination shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided within seven days. The notice of final determination shall be dated as of the date of issuance and 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. The notice of final determination shall 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.
- F. Residents are herein advised of their statutory right to give notice to the Virginia Office of the Common Interest Community Ombudsman if they wish to appeal the Board's resolution of the complaint submitted using this form. Appeals should be sent to the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Suite 400, Richmond VA 23233-1485. The Ombudsman can also be contacted at (804) 367-2941 or CICOmbudsman@dpor.virginia.gov.
- G. The Board will maintain this completed form for no less than one year after the Board acts upon this complaint.

Please write your complaint in the space provided below. Indicate the action or resolution you are requesting from the Board. Reference the specific facts and circumstances at issue, and the provisions of Virginia laws and regulations that you believe support the complaint. Attach any additional information, supporting documents, correspondence, or other materials related to the complaint.

<i>(add extra pages as necessary)</i>

Please provide the following information so the Board can contact you.

Name	
Address	
Phone #	
E-mail address	
Date submitted	

--Submit to the association President at the address listed in item "A" on prior page.--