

San Ignacio Vistas Inc.

COMPLAINT FORM

Complainant's Name: _____ Date: _____

Address: _____ Lot #: _____

Phone Number: _____ Email Address: _____

Refer to Section 6.0 of the Owners Handbook (see reverse side of this form) for Complaint Procedure.

NATURE OR DESCRIPTION OF COMPLAINT:

Please attach supporting back-up, including pictures if appropriate, and provide such details as who, when, where and what, if they are known to the complainant.

If applicable, please reference the pertinent Section from the Owner's Handbook that you feel is being or has been violated.

Date observed: _____

Please sign and date:

Complainant's Signature Date submitted

FOLLOWING TO BE COMPLETED BY THE COMMITTEE/BOARD

Date Received: _____	Date Referred to Board: _____
Date Investigated: _____	Date Validated: _____
Action: _____	

_____	_____
<i>Board Signature</i>	<i>Date</i>
_____	_____
<i>Secretary Signature</i>	<i>Date</i>

6.0 COMPLAINT PROCEDURE

Homeowners are encouraged to solve problems among themselves whenever possible. If this is not possible, an Owner may file a complaint with the Association. The complaint procedure may apply to any of the Rules set out in this Handbook. A Complaint Form may be obtained from the Secretary or downloaded from the website www.sivhoa.org. (See Section 7.4)

6.1 Register a Complaint

Complaints must be in writing and delivered to the Secretary either in person or by mail using the Complaint Form. Anonymous complaints will not be acted upon. All complaints will be handled in a strictly confidential manner.

If a complaint does not involve a possible violation of the Rules or if a violation cannot be documented because of the passage of time, it may be administered by the Secretary, with or without consultation with the Board.

6.2 Validation of the Complaint

When the Secretary receives a complaint that may involve a violation of the Rules it will be directed to the Board for investigation and validation. The Board may enlist the assistance of one or more Board members or other Owners to investigate and, if appropriate, validate a violation. Once the violation has been validated, the Board shall direct the Secretary to send a violation notice to the Owner specifying the alleged violation. If the Board determines that the complaint cannot be validated, it will be dismissed and the Secretary will inform all parties.

If you feel that you can approach the other party we encourage Owners to communicate prior to bringing complaints to the board. Please let us know if you made an attempt and if that contact was unsuccessful.

I (we) have contacted _____ the Owner of Lot _____ to try to resolve this issue on _____, 20____ and their response was:
