

Woodstock & Lakepoint Homeowner Association

Association Complaint Procedures

WHEREAS Woodstock & Lakepoint Homeowners Association (WLHA) is a common interest community subject to regulations by the WLHA bylaws; and

WHEREAS WLHA Board has established rules for receiving and considering Complaints from members and other citizens concerning a matter regarding the action, inaction or decision by the governing Board with application of Bylaws and regulations;

THEREFORE, is is hereby resolved that the Association, acting by its Board of Directors, adopts the following Complaint Procedure.

I. Filing the Written Complaint.

- a. A member of the Association, or other citizen, must register a Complaint in writing.
- b. A sample of the WLHA Complaint Form to be used is attached hereto as Exhibit A and must be used when filing a Complaint with the Association under these procedures.
- c. The completed Complaint form with all supporting documents, correspondence, and other materials related to the Complaint, must be submitted either via e-mail to the Complaint Committee at wlhaharrisonmi@gmail.com or by mail to (insert mail address). Hand delivery of the Complaint shall be may by contacting a Board member or Complaint Committee member as listed on the Association's website to arrange a mutually convenient time for delivery. The Complaint must be submitted to the Association within thirty (30) days of the alleged act. Or failure to act, which is the subject of the Complaint.

II. Receipt and Adequacy of the Complaint.

- a. The Association shall provide written acknowledgement of receipt of the Association Complaint to the Complaint within seven (7) days of receipt. Such acknowledgement shall be sent by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint form.
- b. To the extend the Complainant has knowledge of the low or regulation applicable to the Complaint, the Complainant shall provide that referenced, as well as the requested action or resolution. If it appears that the submitted Complaint is inadequate in any way, then the Association may provide notice of such to the Complainant. The notice should describe how the Complaint is inadequate and advise the Complainant of the need to submit a revised complaint, or additional information before it can be

forwarded to the Board for Consideration. If it appears that the submitted Complaint includes the required information, the President, or the other officer/committee designated by the Board. Shall provide the Board of Directors with a copy of ;the Complaint for consideration.

III. Committee Consideration of the Complaint.

- a. The Board of Directors, or others designated to hear the Complaint such as the Complaint Committee, shall consider the Complaint within thirty (30) days of receipt of an adequate and completed Complaint, or under extenuating circumstances, as soon thereafter as may be reasonably possible.
- b. Notice of the date, time and location informing the Complainant when and where the matter will be considered shall be delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided to the Complaint, at least seven (7) days prior to consideration by the Board.
- c. If the Association has provided notice to the Complainant of the inadequacy of the Complaint as provided for a in Section IIB above, but if the Complainant does not submit a revised Complaint or additional information within thirty (30) days after such notice is sent, then the Association may consider the complaint as submitted and make a final determination.

IV. Notice of Association Board/Hearing Committee Decision

- a. After the final determination is made, the written notice of final determination shall be delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return requested to the Complaint at the address provided in the Complaint, within seven (7) days.
- b. The notice of final determination shall be dated as the date of issuance and include specific citations to applicable association governing documents, laws, or regulations that led to the final determination.

V. Notice of Final Adverse Decision to Common Interest Community Board.

- a. The Complainant shall have the right to file a “Notice of Final Adverse Decision” with the Board of Directors. A copy of a form for this purpose is attached hereto as Exhibit B.

VI. Association Records.

- a. A record of each Complaint shall be maintained for no less than one (1) year after the Association acts upon the Complaint.
- b. The Association Complaint Procedure must be readily available (upon request) to all members of the association and citizens.
- c. The Association Complaint Procedure shall be included as an attachment to the association Bylaws.

Woodstock & Lakepoint Homeowners Association
Email: wlhaharrisonmi@gmail.com

Association Complaint Form

Pursuant to the WLHA Bylaws, the Board of Directors as voted on my their active membership has established a Complaint Committee who has established this Complaint form for use by persons who wish to file written Complaints with the Association regarding the action, inaction or decision by the governing board or association members.

Legibly describe the Complaint in the area provided below, as well as the requested action or resolution of the issues described in the Complaint. Please include references to the specific facts and circumstances as issue and the provision of the WLHA Bylaws that support the Complaint. Th there is insufficient space, please attach a separate sheet of paper to this Complaint form. Also, attach any supporting documents, correspondence and other materials related to the Complaint.

Sign, date and print your name and address below and submit this completed form to the Association at the address listed above.

Printed Name

Signature

Date

Mailing Address

Address of Property in Association if not same as mailing

E-mail

Phone

Contract Preference

_____ Phone

_____ E-mail

_____ Other _____

If after the consideration and review of the Complaint, the Committee issues a final decision of adverse to the Complaint, you have the right to file a notice of final adverse decision with the Board of Directors. The notice shall be files withing 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Board and shall include copies of any supporting documents, correspondence and other materials related to the decision.

Notice of Final Adverse Decision

An adverse decision from the Complaint Committee may be forward on to the Board of Directors for further review within THIRTY (30) days of receipt of adverse decision.

A final adverse decision means the final determination issued by Complaint Committee isn't satisfactory to the Complainant and doesn't include corrective action sought.

A complete Notice of Final Adverse Decision consists

1. A copy of the initial complaint and all supporting documentation
2. A copy of the final adverse decision
3. A reference to the laws and regulations if applicable to the final adverse decision.
4. Any additional information deemed relevant by the Complainant or the Complaint Committee