

## COMPLAINT POLICY

From time to time residents may have complaints concerning actions by the Board of Directors, management company, services or vendors used by the Association, or against another resident. The purpose of this section is to provide guidance that will lead to the most expeditious correction of a problem or explanation of rights under the governing documents.

First, assess the level of action required. How serious is the problem? Who should get involved? If your neighbor's tree is intruding on your back yard, for example, the first action would be to ask your neighbor to trim it. If he or she should refuse your request, then a complaint form should be filled out and mailed to the Association manager. If the manager cannot resolve the problem with an informal request, a notice of violation will be sent. From there, the Board of Directors may impose fines, charges or take other actions.

Persons who violate rules or other's rights may not be aware that they are doing so and ought to be given the opportunity to correct the problem before more formal action is taken. Of course, the nature of certain infractions does not allow for grace to be given. Autos parked in fire lanes or blocking access to a garage are immediate safety hazards and may be towed without warning. Some matters are more appropriately handled by police, fire or other authorities.

Situations which present an immediate hazard to property or human safety require immediate action. Large irrigation leaks should be reported immediately to the management emergency number. Annoyances or notices of possible problems should be called in to the management business line. Complaints should be written using the proper form or a letter which details the problem sufficiently so that action may be taken on the basis of fact and with minimal investigation. Photographs and records of times and dates and violations are valuable and will give credibility to your complaint. The Board of Directors will not knowingly abet a malicious or frivolous complaint and may take action against the complaining party if there is a determination that there is no foundation to the complaint or that it is simply a personality conflict. The Association will resist being drawn into personal arguments between residents that are not grounded in rule violations.

Residents may address the Board of Directors at a regular monthly meeting during the open forum portion of the meeting. Since time is limited, any appearance before the board should be preceded by a detailed written account of the complaint or case against fines or charges that have been levied. The directors should have an opportunity to become familiar with the situation before having to make a decision.

COMPLAINT - 1

## WOODBRIDGE PARK ASSOCIATION, INC.

## **COMPLAINT FORM**

From:	(Name)	Unit #
	(Address)	
-		Phone #
Board of Directors:		
I wish to record this complain	t against or report a v	riolation by (fill in as applicable or known):
Name:		Unit #
Address:		Phone #
I have/have not (circle one) spattaching a brief summary of COMPLAINT: Provide SPECIFIC	ooken to this person of the outcome).	concerning this complaint. (If so, I am ence, if available (dates, times, names, s of witnesses, etc.). If automobile is
involved:	otographs, statement	s or withesses, etc.). If automobile is
LicenseA	Nake/Model	Color
(3	attach additional shee	ets as required)
and may take action against the foundation to the complaint or resist being drawn into personations. I understand that r	ne complaining party in that it is the result call al arguments betweer easonable effort will	abet a malicious or frivolous complaint if there is a determination that there is no of a personal conflict. The Association will residents that are not grounded in rule be made to keep my name confidential, action, my name may possibly be disclosed
attest that to the best of my eport are true and accurate.	knowledge, my stater	nents and all materials attached to this
signature		Date