

NEWINGTON FOREST COMMUNITY ASSOCIATION, INC.
COMPLAINT FORM

(To comply with Section 54-2354.4 of the Virginia Code and 18 VAC 48-70-10, *et seq.*)

You must use this format to file a complaint that involves alleged violations of common interest community laws or regulations concerning the Newington Forest Community Association, Inc. (Association). Should you choose to file a complaint using this form, please complete, sign, and date this form and mail, fax, or deliver it to the address below:

Newington Forest Community Association, Inc.
c/o Community Manager
8201 Southrun Road
Springfield, Virginia 22153

Name of Complainant(s):

Address: _____

Phone: (Home) _____ (Work) _____

(Mobile) _____ (Email) _____

Preferred method of communication: _____ Writing _____ E-mail

Please describe the nature of your complaint and to the extent the complainant has knowledge, cite any provisions of the applicable statute or regulations or Governing Documents that are the basis for your complaint: (Please attach all documents and communications supporting your complaint – you may use additional pages.)

Name and address of persons that are the subject of complaint:

Description of Relief Being Sought by Complainant or Requested Action:

Be advised, the Association may elect not to take action on any complaint which does not conform to the above-referenced delivery requirements or include the requested information using this form or its format.

The Association will provide written acknowledgement of receipt of the form within seven (7) days via certified mail, hand delivery, or electronic means, if applicable. If additional information is required, you will be notified in accordance with Section 7 of the Association's Procedures Related to the Submission and Resolution of Complaints.

The Association will investigate your complaint when it has received a valid written complaint.

The Association will endeavor to conclude its investigation within thirty (30) days of its receipt of your valid written complaint, but the Association reserves the right to take additional time as needed to conclude its investigation. Once the investigation is concluded, you will be notified of when and where your matter will be reviewed by the Board (or other body, if applicable).

After the Board has made its final determination, the Board will send you a written Notice of Final Determination within seven (7) days of the decision by either via certified mail, hand delivery, or electronic means, if applicable.

Once you have received a Notice of Final Determination, you have the right to contact the Office of the Common Interest Community Ombudsman. In accordance with the Common Interest Community Ombudsman Board's (CIC Board) rules and procedures and Virginia Code § 54-2354.4, you may give notice to the CIC Board of any final adverse decision which your Association may make regarding your complaint. You must file the notice within thirty (30) days of the final adverse decision. Your notice must be in writing on forms prescribed by the CIC Board, and must include copies of all records pertinent to the decision, as well as the \$25 filing fee. The CIC Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause you undue financial hardship. For more information or to submit a complaint to the Office of the Common Interest Community Ombudsman, please contact their office at:

Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1485
Phone: (804) 367-2941 / Email: Cicbudsman@dpor.virginia.gov

You must date and sign this form. Anonymous complaints will not be accepted.

Signature: _____

Date: _____

The Association will maintain a record of your complaint for one (1) year from the date upon which it takes action to resolve your complaint.

To be completed by Association representative only

Received by: _____

Date: _____