

Country Meadow Estates (CME) HOA Complaint Procedure

Guidelines for Addressing Homeowner Complaints

Introduction

The Homeowners Association (HOA) Board of Directors (BOD) is committed to maintaining a harmonious community environment by ensuring homeowner concerns and complaints are addressed promptly, fairly, and transparently. This procedure outlines the steps for submitting, reviewing, and resolving complaints.

Please note: the association can only address matters within its authority under the governing documents and applicable policies.

1. Submitting a Complaint

Homeowners who are unable to resolve issues through discussions with their neighbors, and wish to file a complaint and request CME HOA BOD assessment and/or action should follow these steps:

1. Complete the HOA Complaint Submission Form or include all of the form requested information in an email to CME HOA Secretary (cmehoasecretary@gmail.com). Submission may be made by email, USPS or in person to your HOA section BOD representative (refer to map assignments on CME HOA website).
2. All complaints must identify the homeowner lodging the complaint. Anonymous complaints will not be accepted or addressed. CME HOA Board will maintain confidentiality of the person filing the complaint.

2. Complaint Handling Mechanism:

1. Receipt and Acknowledgment: Upon receiving a complaint, the Board will send an acknowledgment within five (5) days, including an estimated timeline for investigation. Each complaint will be assigned a unique number.
2. Investigation and Deliberation: The Board will review the complaint, gather information, and, if necessary, contact involved parties for further details. The Board will discuss the findings and determine appropriate action or resolution. The BOD may issue a variance of enforcement for extenuating circumstances, such as hospital stays, and will investigate permission for

- volunteers to assist with resolution. The BOD will target completion of the evaluation within 21 days.
3. Response: The Board will issue a formal response to the complainant outlining the findings, actions taken, and any further steps required. The Complaint Response Form or email will be used for this purpose.
 4. Only one complaint per household can be submitted for the same issue. Additional complaints will not be reviewed by the BOD. An additional complaint can be submitted for additional future occurrences.

3. Confidentiality and Record Keeping

All complaints and related documents will be stored securely by the HOA Board Secretary. Records of complaints, investigations, and resolutions will be maintained for a minimum of three (3) years.

4. Communication and Transparency

The HOA Board will communicate/remind of the complaint handling procedure to all homeowners annually and make forms readily available on the HOA website.

1. Redacted information about the complaint may be shared with the subject property owners. The name of the person filing the complaint will be removed.

5. Contact Information

For questions or to submit a complaint, contact the HOA Board of Directors at:

- Email: cmehoasecretary@gmail.com
- Alternatively, contact the BOD section representative for your area.

6. Inquiries

Informal inquiries, questions and observations may be referred to BOD section representatives at any time. Please make it clear if a response is requested. Inquiry responses may be verbal or email depending on the nature of the inquiry. Section representatives may request more formal documentation as outlined this complaint procedure.