



Hunters Ridge Homeowners Association  
12161 Coloriver Road  
Manassas, VA 20112

## **COMPLAINT PROCEDURE**

### **Background**

In accordance with § 55-530 E of the Code of Virginia, every Virginia homeowners association, effective September 30, 2012 is required to have a written process for resolving association complaints from members and citizens. This new law is targeted at complaints outside the purview of the governing Covenants and By-Laws of Hunters Ridge. The Hunters Ridge Covenants and By-Laws can be found at [www.HuntersRidgeVa.net](http://www.HuntersRidgeVa.net).

### **Application**

The Hunters Ridge Homeowners Association (HOA) is required to provide a process through which complaints can be filed with, and responded to by the HOA. The HOA is required to investigate the complaint, render a decision and communicate that decision to the complainant in a prescribed period of time under § 55-530 E. The complainant's right to appeal a decision by the HOA can be found under Paragraphs 9 and 10 of 18 VAC 48-70-50. The burden of pursuing what the complainant considers an adverse decision by the HOA rests with the complainant.

### **Procedure**

The complainant must complete, in total, the Hunters Ridge Complaint Form found as page 2 of this document. The completed form must be mailed to the above Hunters Ridge address by First Class US Mail. Within 7 days of receiving the Complaint Form at the above address the HOA will provide an acknowledgement reply so long as either an e-mail address or phone number is provided on the Complaint Form. If neither is provided, an address is required. The acknowledgement reply may provide a final determination by the HOA, a summary of the process that will be pursued to investigate and adjudicate the complaint, or may request additional information. Additionally, this first reply may also specify needed cost reimbursement, in advance, for mailing options selected by the complainant on the Complaint form. Once the additional information or reimbursement is provided by the complainant to the above address the HOA will respond within 14 days. If the complainant does not provide the requested additional information or mailing cost reimbursement within 14 days of the initial HOA reply, the case will be deemed closed absent a request for an extension by the complainant.



**COMPLAINT FORM**

Submittal Date:            \_\_\_ / \_\_\_ / \_\_\_

Name(s) of Complainant(s): \_\_\_\_\_

Complaint Related to a  
Business Entity? Name of  
Entity: \_\_\_\_\_

Contact Address: \_\_\_\_\_  
(Number and Street)

\_\_\_\_\_  
(City) (State) (Zip Code)

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

- Correspondence through:
- First Class Mail (no charge)
  - Phone w/ First Class Follow-Up (no charge)
  - Email (no charge)
  - Registered or Certified Mail, Return Receipt (costs will apply)<sup>1</sup>

Fully Describe Complaint (use extra space as necessary):

<sup>1</sup> Complainant will be notified in the initial HOA response as to the cost. Payment required in advance.