



## Harbor @ Whitten & Dustin Condominium Association Complaint Management Process

### **Executive Summary**

As a self-managed Condominium Association, the Board of Directors expects owners to make every effort to resolve issues before registering a formal complaint. However, The Board of Directors considers the complaint process to be an important component of managing the Association. Constructive complaints will be treated as opportunities to improve the enjoyment of the property by the general ownership and all residents.

Any owner has the right to submit a complaint regarding the property, the management of the property, other owners, tenants or any other concern related to the Association. Owners can submit complaints on behalf of tenants.

Any owner can submit a complaint to the Board of Directors according the following process.

### **Complaint Management Process**

- All complaints must be submitted in writing to the HWD Condominium Association post office box (see address below) or directly to a member of the Board of Directors. Complaints can also be submitted electronically via email to a member of the Board of Directors or to the Association website at [www.hwd48.com](http://www.hwd48.com)
- Anonymous complaints will not be considered.
- Complaints received by a Board member will be shared with all members of the Board of Director's at the next duly called Board of Director's meeting for discussion and consideration of action.
- In the event that a complaint is subject to the fining process, the Board of Directors will vote on whether or not a fine shall be levied and shall determine the amount of the fine according to the HWD Fining Policy.
- In order to respond to complaints in a timely manner, a "virtual" voting process through email communication shall be conducted. In a virtual vote, the original complaint will be sent to all members of the Board of Directors by email. All Board members shall submit a vote in writing with all other Board members in carbon copy (cc).
- Any action in response to a complaint, regardless whether the complaint is subject to a fine or not, requires a majority vote of the Board of Directors.
- Any decisions taken by the Board of Directors will be communicated in a timely manner to the complaining party along with the number of Board members supporting or not supporting the action taken.