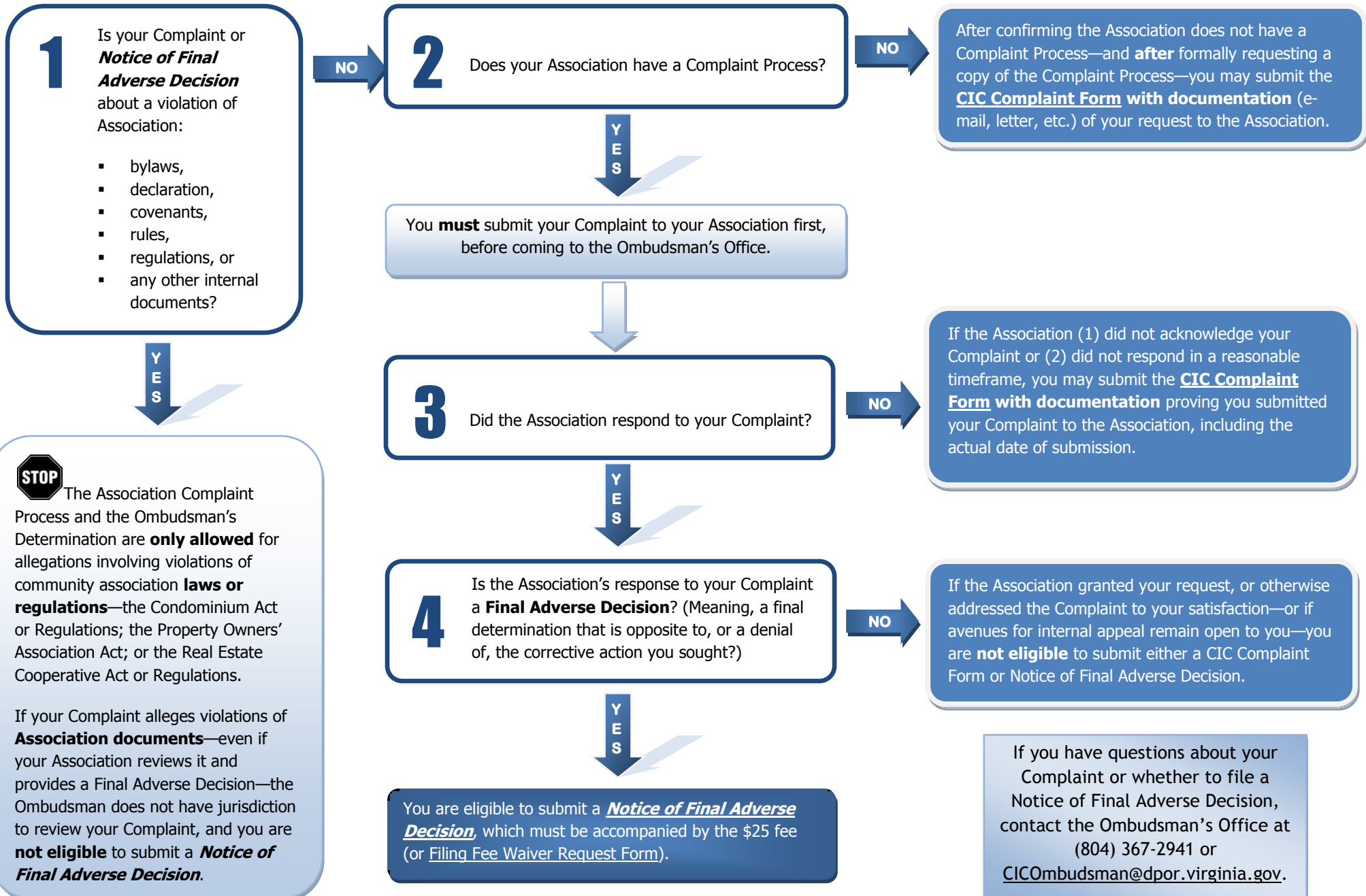


COMMON INTEREST COMMUNITY OMBUDSMAN Guidelines for Review of Complaint Submissions

Before You Submit a Complaint or Notice of Final Adverse Decision



1 Is your Complaint or **Notice of Final Adverse Decision** about a violation of Association:

- bylaws,
- declaration,
- covenants,
- rules,
- regulations, or
- any other internal documents?

YES

STOP The Association Complaint Process and the Ombudsman's Determination are **only allowed** for allegations involving violations of community association **laws or regulations**—the Condominium Act or Regulations; the Property Owners' Association Act; or the Real Estate Cooperative Act or Regulations.

If your Complaint alleges violations of **Association documents**—even if your Association reviews it and provides a Final Adverse Decision—the Ombudsman does not have jurisdiction to review your Complaint, and you are **not eligible** to submit a **Notice of Final Adverse Decision**.

NO

2 Does your Association have a Complaint Process?

YES

You **must** submit your Complaint to your Association first, before coming to the Ombudsman's Office.

YES

3 Did the Association respond to your Complaint?

YES

4 Is the Association's response to your Complaint a **Final Adverse Decision**? (Meaning, a final determination that is opposite to, or a denial of, the corrective action you sought?)

You are eligible to submit a **Notice of Final Adverse Decision**, which must be accompanied by the \$25 fee (or Filing Fee Waiver Request Form).

NO

After confirming the Association does not have a Complaint Process—and **after** formally requesting a copy of the Complaint Process—you may submit the **CIC Complaint Form with documentation** (e-mail, letter, etc.) of your request to the Association.

NO

If the Association (1) did not acknowledge your Complaint or (2) did not respond in a reasonable timeframe, you may submit the **CIC Complaint Form with documentation** proving you submitted your Complaint to the Association, including the actual date of submission.

NO

If the Association granted your request, or otherwise addressed the Complaint to your satisfaction—or if avenues for internal appeal remain open to you—you are **not eligible** to submit either a CIC Complaint Form or Notice of Final Adverse Decision.

If you have questions about your Complaint or whether to file a Notice of Final Adverse Decision, contact the Ombudsman's Office at (804) 367-2941 or CICombudsman@dpor.virginia.gov.