

*Jerdone Island Association, Inc.  
138 Jerdone Island Drive  
Bumpass, Virginia 23024-4610*

## **COMMON INTEREST COMMUNITY COMPLAINT PROCEDURE**

July 25, 2019

Note: This process applies to complaints regarding Jerdone Island Association, Inc. (JIAI or association), compliance with the statutes and government regulations under the purview of the Common Interest Community Board only. It is not applicable to perceived violations of the JIAI articles of incorporation, declaration, by laws, or rules & regulations.

1. The complaint must be in writing.
2. No specific format is required. The complaint must clearly identify itself as a Common Interest Community Board Complaint.
3. The complaint may be mailed to JIAI attn: Secretary at 138 Jerdone Island, Bumpass, Virginia 23024, or hand delivered to any member of the Board of Directors. The complaint may be electronically transmitted to <theboard@jerdoneisland.org>
4. The Secretary shall acknowledge receipt of the complaint within seven (7) days of receipt by hand delivery or registered or certified mail, return receipt requested, to the complainant at the address provided.
5. The complainant shall include with the complaint any documentation or other evidence supporting the basis of the complaint. Additionally, to the extent the complainant has knowledge of the law or regulation applicable to the complaint, the complainant shall provide that reference.
6. A statement of the complainant's requested action or resolution.
7. Within ten (10) days after receipt of the complaint, the association shall request, by mail or electronic means, any additional information from the complainant necessary to processing the association complaint.
8. If, within ten (10) days after the association's request for additional information, the complainant has not responded or provided the additional information, the processing of the complaint will proceed based on the information in hand.
9. Notice of the date, time, and location of the meeting at which the matter will be considered shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided or, if mutually agreed upon by the complainant and the association, by electronic means, within a reasonable time prior to consideration.
10. Absent extraordinary circumstances or complexity, the association will strive to issue a final determination within ten (10) days after the meeting at which the matter was considered.

***Jerdone Island Association, Inc.  
138 Jerdone Island Drive  
Bumpass, Virginia 23024-4610***

11. After the final determination is made, the written notice of final determination shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided by the complainant within seven (7) days.
12. The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the association.
13. The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.