

FAIRWOOD VILLAGE
Port Ludlow, Washington

Complaint Resolution Process

Purpose: To ensure timely follow-up of homeowners concerns

Process:

1. Homeowner with concern speaks to person responsible for concern/issue.
2. If no resolution, homeowner making complaint fills out the Complaint Form and gives it to the Fairwood Village ARC representative.
3. Fairwood Village ARC representative contacts the person responsible for concern/issue.
4. If resolution, the Village ARC gives the form to the President of the Board of Directors to maintain documentation.
5. If no resolution within stated timeframe, the Village ARC gives the form to the President of the Board of Directors for Board action.
6. The Board of Directors will send a letter to the involved homeowner asking for compliance/resolution within a specific timeframe.
7. If there is resolution, Board President will file documentation.
8. If no resolution, Board of Directors will meet and agree to required action which may include hiring a third party to bring property into compliance and charging homeowner which may include placing a lien on the property,

Reporting:

All complaints and progress will be reported at Board of Directors meetings.

Documentation:

All documentation will be kept in Village files by the current President of the Board of Directors.

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Complaint Form

This form is to be used to ensure follow-up of homeowner's concerns and issues.

Description of Complaint: (Be specific, list homeowners/property involved)

You may use additional paper or attach any other information to this form.

I have spoken with _____ (Homeowner involved) on (date) _____ regarding the issues described above with no resolution.

Signature of person(s) making complaint:

_____ Date: _____

_____ Date: _____

Date given to Village ARC representative: _____

Date letter sent by Village ARC representative: _____
(Please attach)

Date set for resolution: _____

Resolution occurred: Yes No (If no, send to President of Board)

Date President of Board Received: _____

Date Letter from Board of Directors sent: _____

Resolution occurred: Yes No (If no, action taken by Board describe in separate letter)