

GVM Complaint Form

Complaint Category:

- R&R
- W&S
- ARC

Complaint Against:

Name of Member _____

Address _____

Filing _____ Lot _____

Details/Nature of Complaint:

Board Action Taken:

Complaint Filed By:

(CONFIDENTIAL) (CONFIDENTIAL) (CONFIDENTIAL)

Name of Member _____ Filing _____ Lot _____

Signature _____ Date _____

Received by _____

Policy and Procedure for Member Complaints

Approved 4/20/02

DEFINITION: PA - the Presiding Agent/Agency having jurisdiction for the complaint.

1. Member complaints are complaints concerning the action(s) or inaction of other members or of Association services. Included are the state of other members property, road conditions, weeds, domestic animals, water or sewer service, fishing abuse, careless driving, excess noise, etc. The office shall maintain complaint forms for member use, and all complaints must be filed with the GVM office. Any member, agent, agency, or staff member may file a complaint.
2. When filed, the office staff will determine a) the PA to process/investigate the complaint, and b) the degree of specificity needed to proceed with any action. (e.g. where, when, who, description(s), the rule being violated, and other pertinent facts). Under no circumstances will the Association undertake any direct action to enforce another agencies (state, county, etc.) rules. This will not prohibit the Association itself from filing a complaint with the appropriate authority if deemed appropriate.