



## HERITAGE VILLAGE MASTER UNIT OWNERS' ASSOCIATION, INC

### COMPLAINT RESOLUTION PROCEDURE

#### Description

The Board of Directors, as per the bylaws, is responsible for implementing bylaws which affect the Park. This procedure is a direct outcome of this responsibility. In essence, a complaint can be submitted when a resident feels improperly affected by the application of a Park bylaw (version 2008). It may also result from a decision or action of one or all of the Administrators/Directors. It can also be submitted when one resident's action or actions have a prejudicial impact on another resident. This procedure applies to the manner in which the Park is managed as well as life in the Park.

#### Definitions

- **Resident:** a resident is an owner or renter residing in the Park. The term "resident" also applies to a "group of residents".
- **Park:** in the context of this procedure, describes the geographic territory of Heritage Village Park.
- **Complaint:** a detailed grievance prepared in writing and signed by the grievor.

#### Directing principles

- All residents of the Park are responsible to ensure the well-being of the Park.
- Any of the Directors on the Board of Directors is authorized to accept a complaint.
- Only formal complaints will be dealt with by the Board at a Public Meeting. When it is an urgent matter, the complaint will be dealt with immediately and an incident report will be presented at the next Public Meeting.
- The Board of Directors will only deal with complaints over which it has authority.
- The Board of Directors can take any and all actions considered necessary in order to resolve a problem.
- Unless the circumstances warrant such action, the name of the complainant will remain secret.

#### Operating procedures:

The complainant will write a letter or complete the attached form (available on our website: <http://www.heritagevillageflorida.com> ) and submits his/her complaint to a member of the Board of Directors. The Board, if necessary, can meet the complainant if more information is required.

Once the Board has looked into the complaint, it informs concerned individuals of its intentions and that a decision will be rendered at the next Public Meeting.

#### Effective date:

This procedure will take effect five days after its adoption by the Board of Directors.



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**COMPLAINT FORM**

**General information**

Date : \_\_\_\_\_  
Name: \_\_\_\_\_  
Civic address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**Reason for complaint**

Date of the incident: \_\_\_\_\_  
Description of the incident: (if necessary, continue on the reverse)

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**Signature**

Date : \_\_\_\_\_  
Signature of Complainant: \_\_\_\_\_