



Malvern Club, Inc.
905 Malvern Drive
Madison, VA 22727
<http://malvernofmadison.org/>

Complaint Procedure

In accordance with § 54.1-2354.4 of the Code of Virginia, every Virginia homeowners association is required to have a written process for resolving association complaints from members and citizens. The procedure is specifically related to non-compliance with common interest community laws, including the Virginia Property Owners Association Act. It does not cover any violations of the Association's governing documents such as but not limited to the Architectural Rules.

The complaint must be completed in full using the Malvern Club, Inc. Complaint Form. Once completed, please mail your complaint to:

Malvern Club, Inc.
905 Malvern Drive
Madison, VA 22727

Once completed and submitted, the Malvern Club Inc. Board of Directors will issue an acknowledgement by which preferred method you have chosen on the Complaint Form within seven (7) days after the Complaint Form has been received. If additional information is needed, the letter will state specifically what is expected. Any additional supporting documents must be received within 30 days of the acknowledgement letter or the Complaint will be considered null. If Complaint Form and any other documents included are completed and correct, the acknowledgement letter will include the time, date and location of the next Board Meeting, in which you will be invited to speak with the Board regarding the stated Complaint. The Board will provide a written response (the Final Determination), setting forth the decision of the Board within seven (7) calendar days of the meeting. The written response will be sent in accordance with the contact preference selected on the complaint form. No further appeal will be heard by the Board of Directors once the Final Determination is made.

If you wish to further appeal the Board's decision, you have the right to file a "Notice of Final Adverse Decision" with Virginia's Common Interest Community Board (CICB) in accordance with the regulations by the CICB.

The Notice must be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman, shall include copies of supporting documents, correspondence, and other materials related to the decision, and shall be accompanied by a \$25 filing fee. (The CICB may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member.)

The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Ste 400
Richmond, VA 23233
(804) 367-2941
CICOmbudsman@dpor.virginia.gov



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COMPLAINT FORM

Pursuant to Chapter 23.3 of Title 54.1 of the Code of Virginia, the Board of Directors (Board) of the Malvern Club, Inc. Homeowner’s Association (Association) has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board or association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

Sign, date and print your name and address below and submit this completed form to the address listed above.

Printed Name	Signature	Date
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Mailing address: _____

Lot address (if different from mailing address): _____

Email address	Telephone number
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Contact Preference: Regular mail E-mail

If, after the Board’s consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

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Email: CICOmbudsman@dpor.virginia.gov