

## Sawyers Cluster Association Complaint Process

1. Complaint forms will be made available on the website, in the disclosure packet, as well as by a direct request made of a cluster officer.
2. All complaints must be addresses to the Sawyers Cluster Association at the Association's mailing address:

Sawyers Cluster Association  
P.O. Box 2640  
Reston, VA 20190

3. All communication from the Association with the complainant must be in written form, hand delivered, sent registered or certified mail, return receipt requested, or in electronic means provided the sender retains proof of electronic delivery.
4. The Association will provide a written acknowledgement of receipt of a complaint within seven days of receiving the complaint.
5. If additional information is required, the Associate must request that information within three weeks of the complaint receipt. If the requested additional information has not been received by the date that the matter is scheduled for consideration, the complaint may then be disposed.
6. Notice of the date, time and location the matter will be considered must be sent/given to the complainant no less than 14 days before the date of consideration. The date the matter will be considered should be scheduled within 60 days of the receipt of the complaint.
7. When final determination is made, the decision must be sent/given to the complainant within 14 days of the decision. The final determination must be dated the date of issuance. The final decision will contain citations to the specific governing documents or regulation that led to the final determination, as well as the association registration number and will inform the complainant of their right to file a Notice of Final Adverse Decision with Common Interest Community Board and applicable contact information.
8. A record of Each association complaint will be maintained by the association in accordance with the 55-530 E 1 of the Code of Virginia. (Currently the law says one year.)

Approved 10/9/12