

**Betz Landing Home Owner's Association**  
**P.O. Box 422 Heathsville, VA 22473**  
**See current list of officers for phone #'s**  
**ASSOCIATION COMPLAINT FORM**

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of the Betz Landing Home Owner's 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, managing agent 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.

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

_____ Printed Name	_____ Signature	_____ Date
_____ Mailing Address		_____ Lot Address
_____ E-mail Address	_____ Phone Number	

Contact Preference: Phone  E-mail  Other  \_\_\_\_\_

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.

## STATEMENT OF PURPOSE

This regulation requires that associations set rules for receiving and considering complaints from members and other citizens. Specifically, the regulation (i) requires associations to establish written complaint procedures; (ii) requires the maintenance of association complaint records; (iii) sets time frames in which associations must complete certain actions; (iv) indicates the consequences for failure of an association to establish and utilize a complaint procedure; and (v) establishes procedures and forms for filing a notice of final adverse decision. The law that authorizes the Board to establish these regulations is found in Chapter 29 (§ 55-530) of Title 55 of the Code of Virginia.

It is the association's responsibility to stay informed and follow all regulations and statutes governing associations. It is important to read and become familiar with all regulations applicable to associations. You can stay informed of regulatory actions that may result in changes to the regulations at Virginia Regulatory Town Hall ([www.townhall.virginia.gov](http://www.townhall.virginia.gov)).

This document is a complete, **edited (unofficial) copy** of the Common Interest Community Ombudsman Regulations (18 VAC 48-70). Please refer to the Virginia Administrative Code for an official copy of the applicable regulations. You can access the Virginia Administrative Code online at <http://law.lis.virginia.gov/admincode> .

It is the goal of the Department of Professional and Occupational Regulation to provide the information you need to comply with the law and regulations. If you have a question and cannot find the answer in this document, please write to:

Common Interest Community Board  
Department of Professional and Occupational Regulation  
9960 Mayland Drive  
Richmond, VA 23233

Or call the Agency at (804) 367-8500.

Or e-mail [at cic@dpor.virginia.gov](mailto:cic@dpor.virginia.gov).