

Fairfax Club Estates Home Owners Association (FCEHOA) Complaint Resolution Process

1. The Complainant should download the complaint form from the FCE web site (www.fairfaxclubestates.org).
2. The Complainant fills out the form describing the complaint.
3. The Complainant can check the website for the next scheduled board meeting and bring the complaint form to the meeting.
4. During the “New Business” portion of the meeting, any new complaints will be presented to the board.
5. The Board will accept the complaint and either respond directly, or will establish a goal for resolution.
6. The Board meeting minutes will document the delivery and acceptance of the complaint and note any actions taken or plans for further action

Note: If there are not enough Board members at a meeting for a quorum (over 50% of the Board members), the complaint can be accepted by any Board member present and the issue will be brought up at the next Board meeting (the Complainant does not need to be present, but is encouraged to do so in order to answer any questions the Board may have regarding the complaint)

October 2012