

## **Complaint Procedures**

### **Policy No. 5**

**Adopted on October 10, 2007**

The Hickory Hills Board of Directors will use the following steps when responding to a complaint from a homeowner:

1. A complaint is received by the Board via internet, form letter, or voicemail left on the Board's published contact phone number.
2. The complaint is assigned for review by one of the Board members.
3. The complaint is verified by the assigned Board member for accuracy and validity as violating the HHCA Master Deed, by-laws, Policies.
4. The complaint response is drafted and sent to the offending party via certified mail using the U. S postal service. the complaining party will notified of action taken.
5. Follow up on the issue is performed only when additional complaints are received from the original complainant or new parties lodge a similar complaint.
6. The adopted "Fine Schedule", Policy No. 6 may be invoked if the situation can't be rectified.