

ACACIA ASSOCIATION COMPLAINT FORM

Number _____

Please fill out **completely, sign and date** and provide any additional information needed to support your complaint. Incomplete forms will not be accepted.

No anonymous complaints will be accepted.

Your Information: (please print)

Name _____

Address _____

Home Phone _____

or

Cell Phone _____

E-mail(optional) _____

Select category:

- _____ Service Request issue
- _____ Landscaping (lawn, shrubs, trees)
- _____ Snow Plowing
- _____ Painting
- _____ Clubhouse/office
- _____ Pool
- _____ Other

Complaint Description: please be specific, attach documents if needed

Signature

Date

COMPLAINT PROCESS

- Complaint must be submitted in writing using the Acacia Association Complaint Form to the Acacia office. Include any additional information that you feel will help explain your complaint.
- **FORM MUST BE SIGNED BY RESIDENT**
- Completed/signed form will be given to the appropriate Board member for resolution.
- Board member will investigate your complaint and respond in writing with the decision – usually within 30-60 days.
- If you disagree with the resolution, you can ask for a hearing with the entire Board of Directors to present your complaint and the reason you do not agree with Board member decision. This would occur at the next regularly scheduled Board of Directors meeting.
- All decisions of the Board of Directors will be final decisions. All decisions will be in written form.

Examples of when this might be used:

-If you are denied an approval by ALCC for some exterior change that you would like to do

-If you feel the Association is responsible for repairing something and are told we do not do that type of work

THIS IS NOT FOR USE INSTEAD OF A SERVICE REQUEST