

WESTBRIAR PLAZA CONDOMINIUM UNIT OWNERS ASSOCIATION

POLICY RESOLUTION NO. 26- 01

(Procedures Related to the Submission and Resolution of Complaints)

WHEREAS, § 54.1-2354.4 of the Virginia Code requires the Association to establish reasonable procedures to resolve written complaints from the members of the Association or other citizens; and

WHEREAS, § 18VAC48-70-10, *et seq.*, of the Virginia Administrative Code requires the Association to enact procedures governing the receipt and adjudication of written complaints and outlines the requirements for the content of such complaint procedures; and

WHEREAS, the Board of the Owners Association (“Board”) adopts this Policy establishing a process requiring all complaints to be submitted to the Association’s Board in writing and establishing reasonable procedures governing the resolution of these written complaints so as to comply with the requirements of the governing documents and Virginia law.

WHEREAS, this Policy supersedes and replaces any and all previous enacted policies related to submission and resolution of complaints.

NOW, THEREFORE, BE IT RESOLVED THAT the Board adopts the following Policy:

1. **Complaint Must Be in Writing.** The Board shall act only on written complaints submitted to the Association in accordance with the procedures set forth in this Policy.
2. **Complaint Form.** If an owner, resident or other person wishes to submit a complaint to the Association, such persons must complete the written Complaint Form attached hereto as Exhibit A and submit the Complaint Form to the Association’s management.
3. **Where Complaints Should be Sent.** Complaints must be sent by email, mail, hand-delivery, or facsimile to the Association at the following location unless otherwise advised by the Association’s Board:

Westbriar Plaza Condominium Unit Owners Association
CIC: 0550005716
Crystal Terrant, Manager
Burke Community Management Group
10428 Business Center Court
Manassas, VA 20110
Email: board@plazaatdunnloring.com
Fax Number: 703-330-5254

4. **Required Information.** The complaint must allege that either the Association or a member of the Association (including its Board or Management) has acted in a manner that is inconsistent with applicable common interest community laws and regulations. A complaint shall include the following information. The Board may reject a complaint that does not contain this information:

- 1) The name and address of the complainant;
 - 2) The nature of the alleged complaint, including the relevant times, dates, persons and places involved;
 - 3) The applicable laws or regulations that the complaint alleges have been violated;
 - 4) Any other information the complainant deems relevant for the Board's review;
 - 5) The signature of the complainant.
5. **Acknowledgment of Receipt.** Upon receipt of a written complaint, the Board shall provide written notice acknowledging receipt of the complaint within fourteen (14) business days.
6. **Association's Form of Correspondence.** The Board shall deliver written notices required by this Policy to the complainant by mail, hand-delivery, or third party courier, unless the complainant has notified the Board that they consent to receiving written communications electronically.
7. **Incomplete Complaint.** If the Board deems the complaint to be incomplete, the Board shall notify the complainant in writing within fourteen (14) business days of receipt of the submission. The notification shall state the additional information required to complete the Complaint Form. If a completed Complaint Form is not received within 5 business days of that notification, the Board need not provide further consideration to the incomplete Complaint Form. If the additional information is timely received to complete the Complaint Form, the complaint shall be deemed valid and the Board shall send acknowledgement of receipt as identified in paragraph 5 above and commence with investigation described in paragraph 8 below.
8. **Investigation Period.** Upon receipt of a valid written complaint, the Board shall investigate and resolve the complaint. The Board may contact the complainant to conduct its investigation. The complainant is obligated to cooperate with the Board's investigation. If the complainant does not cooperate, the Board may close the matter for failure to cooperate.
9. **Conclusion of Investigation.** The Board will conclude its investigation within thirty (30) business days of its receipt of the valid written complaint, unless the Board deems that more time is necessary to conclude the investigation. If additional time is necessary, the Board will notify complainant in writing of the amount of additional time required.
10. **Meeting**
- A. **Notice.** After completion of the investigation, the Board shall notify the complainant of the time, place, and location that the matter will be considered by the Board. Such notice shall be sent no less than fourteen (14) business days in advance of the meeting where the complaint will be considered.
 - B. **Hearing/Meeting.** The Board shall conduct a review of the alleged complaint at a regular meeting of the Board. The complainant may present any evidence the

complainant deems relevant to the subject of the complaint. The Board can question the complainant or any other persons it believes may have information relevant to the complaint. After all parties have presented evidence, the Board may convene in executive session at their sole discretion.

C. **Notice of Final Determination.** Following the conclusion of the meeting, the Board shall send the complainant a Notice of Final Determination within seven (7) business days after the hearing/meeting date. The Notice of Final Determination shall notify the complainant of the Board's decision, the provisions of applicable law upon which the Board relied in reaching its decision, the Common Interest Community registration number of the Association, the name and license number of the common interest community manager, and shall notify the complainant of the right to file a Notice of Final Adverse Decision as set forth in paragraph 11 below.

D. **No Appeal.** The decision of the Board as described in paragraph 10(C) herein is final and not subject to further appeal or consideration by another body of the Association.

11. **Referral to Ombudsman.** The Notice of Final Determination shall advise the complainant of the right to file a Notice of Final Adverse Decision to the Office of the Common Interest Community Ombudsman at the below address:

Virginia Common Interest Community Ombudsman
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1463
Phone: 804-367-2941
Email: CICOmbudsman@dpor.virginia.gov

12. **Record Keeping.** The Association shall maintain a record of the complaint for no less than one (1) year from the date that the Board takes action on said complaint.

13. **Availability.** A copy of this Policy shall be made available to all owners and citizens upon request and on the Association's website.

14. **Resale Disclosure Packet.** A copy of this Policy shall be included in any resale disclosure packet issued after the effective date below.

15. **Annual report.** The Board shall certify with each annual report filing that the Association complaint Policy has been adopted and is in effect.

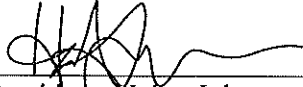
IV. MISCELLANEOUS

A. This Resolution supersedes all prior resolutions or policies to the extent that there is a conflict.

B. The Board reserves the right to amend this Resolution, and the Policy herein, as it deems appropriate.

This Policy shall be effective as of March 23, 2026.

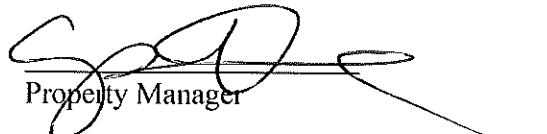
WESTBRIAR PLAZA CONDOMINIUM UNIT
OWNERS ASSOCIATION



President, Haley Johnson

FOR ASSOCIATION RECORDS

I hereby certify that a copy of the foregoing Policy was reasonably published or delivered to the members of Westbriar Plaza Condominium Unit Owners Association on March 24, 2026.


Property Manager

**WESTBRIAR PLAZA CONDOMINIUM UNIT OWNERS ASSOCIATION
COMPLAINT FORM
(To comply with § 54.1-2354.4 of the Virginia Code and 18 VAC 48-70-10, et seq.)**

You must use this form to file a complaint concerning Westbriar Plaza Condominium Unit Owners Association (the "Association"). Please complete in full, sign and date this form and mail, hand-deliver, fax or email it to the Association's common interest community manager at the address below:

WESTBRIAR PLAZA CONDOMINIUM UNIT OWNERS ASSOCIATION
CIC: 0550005716
Crystal Terrant, Manager
Burke Community Management Group
10428 Business Center Court
Manassas, VA 20110
Email: board@plazaatdunnloring.com
Fax Number: 703-330-5254

Name of Complainant(s): _____

Address: _____

Phone: _____ Home Work Mobile

Email: _____

Preferred method of communication: Hard Copy E-mail

Please describe the nature of your complaint and cite any provisions of the Association Documents, applicable statute(s) or regulations that form the basis for your complaint (please attach all documents and communications supporting your complaint – you may use additional pages):

Description of Remedy Being Sought by Complainant or Requested Action:

Be advised, the Association may elect to take no further action on any complaint which does include all requested information on this form.

The Association will provide written acknowledgement of receipt of this form within fourteen (14) business days via the preferred method stated on the complaint form. "Hard copy communication may

be conveyed via mail, hand delivery, or third party courier at the Board's discretion. If additional information is required, you will be notified via by the preferred method stated on the complaint form. You will have five (5) business days to respond to requests for additional information. The Board will investigate your complaint once it has received a complete written complaint.

The Board will conclude its investigation within thirty (30) business days of receipt of your complete written complaint. Once the investigation is concluded, you will be notified of when and where your matter will be reviewed by the Board.

After the Board has made its final determination, you will be sent a written Notice of Final Determination within seven (7) business days of the decision via mail, hand delivery, third party courier, or electronic means, if applicable.

If the Board's Notice of Final Determination is not in your favor, you have the right to appeal by filing a Notice of Final Adverse Decision with the Office of the Common Interest Community Ombudsman, in accordance with the Common Interest Community Board's ("CIC Board") rules and procedures and Virginia Code § 54.1-2354.4. You must file this notice within thirty (30) days of the receiving the Board's determination. Your notice must be in writing on forms prescribed by the CIC Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25 filing fee. The CIC Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause you undue financial hardship. For more information or to submit a complaint to the Common Interest Community Ombudsman, please contact the Office of the Common Interest Community Ombudsman at:

Virginia Common Interest Community Ombudsman
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1463
Phone: 804-367-2941
Email: CICombudsman@dpor.virginia.gov

You must date and sign this form. Anonymous complaints shall be deemed incomplete and no further action will be taken.

Signature: _____

Date: _____

The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

To be completed by Association representative only

Received by: _____

Date: _____