

Wooded Glen, Section I Homeowners' Association, Inc.

Association Complaint Procedure

Resolution 2025-02

WHEREAS Wooded Glen, Section I Homeowners' Association, Inc. (the "Association") is a common interest community subject to regulation by the Virginia Common Interest Community Board ("CICB"); and

WHEREAS common interest communities in Virginia are required by law and CICB regulations to establish rules for receiving and considering complaints from members and other citizens (a "Complainant") concerning a matter regarding the action, inaction or decision by the Association or its governing Board or managing agent inconsistent with applicable laws and regulations (a "Complaint"); and

WHEREAS the Association desires to implement a Complaint Procedure in accordance with Section 54.1-2354.4 of the Code of Virginia and regulations adopted by the CICB;

THEREFORE, it is hereby resolved that the Association, by action of its Board of Directors (the "Board"), amends and restates the 2021 Complaint Procedure as follows.

I. Filing the Written Complaint.

A. A member of the Association, or other citizen, must submit a Complaint in writing. The Complaint must be submitted to the Association within a reasonable period after the alleged act, or failure to act, which is the subject of the Complaint.

B. A sample of the "Association Complaint Form," which is attached hereto as Exhibit A, must be used when filing a Complaint with the Association under these procedures.

C. This process applies only to complaints about violations of Virginia's common interest community laws and regulations (e.g., Property Owners' Association Act). Complaints regarding an association's governing documents (declaration, bylaws or rules) are not within the scope of this procedure.

D. The completed Complaint form, together with all supporting documents, correspondence and other materials related to the Complaint, must be submitted to Association by either -- (1) email sent to woodedglen1hoa@gmail.com, or (2) hand delivery to an Association Board member (as listed on the Association's website). Hand delivery of a Complaint shall be made by contacting a Board member (in person or at the email address or telephone number listed on the Association's members only website (PayHOA)) and arranging a mutually convenient time and place for delivery. The written complaint also may be submitted by serving the Association's registered agent, or by any other method for service of a notice on the Association as may be provided by statute. The Complainant should retain sufficient proof of delivery of the Complaint to the Association.

II. Receipt and Adequacy of the Complaint.

A. The Association shall provide written acknowledgment of receipt of the Association Complaint to the Complainant within fourteen (14) days of receipt. Such acknowledgment shall be sent to the Complainant at the address provided in the Complaint by either – (1) hand delivery, (2) U.S. first class mail, (3) email or other electronic means (provided the Association retains sufficient proof of such delivery) or (4) third-party courier (with proof of delivery). .

B. To the extent that the Complainant has knowledge of the law or regulation applicable to the Complaint, the Complainant shall provide that reference in the Complaint. The Association will review the Complaint for sufficiency within a reasonable period of time after receipt. If it is determined that the submitted Complaint is inadequate in any way, the Association will promptly provide written notice of such to the Complainant by any of the permitted means of delivery set out in Subsection A. above. The notice must (1) describe how the Complaint is inadequate and advise the Complainant of the need to submit a revised Complaint and/or additional information before the Complaint can be forwarded to the Board for consideration and (2) state that a response must be provided within thirty (30) days of the date of the notice. If it is determined that the submitted Complaint includes the required information, the President, or other officer designated by the Board, shall provide the Board with a copy of the Complaint for consideration.

III. Board Consideration of the Complaint.

A. The Board, or other hearing tribunal constituted by the Board, shall consider the Complaint within ninety (90) days of receipt of an adequate and completed Complaint, or under extenuating circumstances, as soon thereafter as may be reasonably possible.

B. Notice of the date, time, and location informing the Complainant when and where the matter will be considered shall be delivered to the Complainant at the address provided in the Complaint, at least fourteen (14) days prior to the date the Board is to consider the Complaint. This notice may be provided by either – (1) hand delivery, (2) U.S. first class mail, (3) email or other electronic means (provided the Association retains sufficient proof of such delivery) or (4) third-party courier (with proof of delivery).

C. If the Association has provided notice to the Complainant of the inadequacy of the Complaint as provided for in Section II B above, and the Complainant does not submit a revised Complaint and/or requested additional information within thirty (30) days after such notice is sent, the Association may consider the Complaint as submitted and make a final determination on that basis.

IV. Notice of Association Board/Hearing Committee Decision

A. After the final determination on the Complaint is made, written notice of this determination shall be delivered to the Complainant at the address provided in the Complaint,

within seven (7) days of the date of determination. This notice, which must be dated as of the date of issuance, may be provided by either – (1) hand delivery, (2) U.S. first class mail, (3) email or other electronic means (provided the Association retains sufficient proof of such delivery) or (4) third-party courier (with proof of delivery).

B. The notice of final determination shall be dated as of the date of issuance and include the following: (1) specific citations to applicable common interest community laws or regulations that led to the final determination, (2) a statement that the Complainant has the right to file a “Notice of Final Adverse Decision” with the Common Interest Community Board Ombudsman (as described in Section V below), along with the Ombudsman’s contact information, (3) the CICB registration number of the Association and (4) the name and license number of the Association’s common interest community manager (if any).

C. No further appeal process under this Association Complaint Procedure is available, and the decision rendered by the Association’s Board or hearing tribunal may be considered a “final adverse decision” for purposes of this Complaint Procedure.

V. Notice of Final Adverse Decision to Common Interest Community Board Ombudsman.

A. The Complainant shall have the right to file a “Notice of Final Adverse Decision” with the Common Interest Community Board Ombudsman. By law, this notice must be filed within thirty (30) days of the Board’s final adverse decision. A copy of the form to be used for this purpose is provided by the Common Interest Community Board Ombudsman on its website at: <http://www.dpor.virginia.gov/CIC-Ombudsman/>. The Common Interest Community Board Ombudsman also provides a “Request for Waiver of Filing Fee” form on that website.

B. The contact information for the Common Interest Community Board Ombudsman is as follows:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
Phone: (804) 367-2941

VI. Association Records.

A. A record of each Complaint shall be maintained for no less than one year after the Association acts upon the Complaint.

B. The Association Complaint Procedure must be readily available (upon request) to all members of the association and citizens.

C. The Association Complaint Procedure shall be included as an attachment to the association disclosure packet.

DULY ADOPTED THIS 16th DAY OF DECEMBER, 2025, BY THE BOARD OF DIRECTORS.

Wooded Glen, Section I Homeowners' Association, Inc.
9442 Wooded Glen Ave, Burke VA 22015
woodedglen1hoa.org
(703) 455-3447

ASSOCIATION COMPLAINT FORM

Pursuant to Section 54.1-2354.4 of the Code of Virginia, the Board of Directors (Board) of the **Wooded Glen, Section I Homeowners' Association, Inc.**,(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 or are otherwise applicable to the Complaint. If there is insufficient space, please include the additional information on one or more separate sheets of paper that are attached to this Complaint form. Also, attach any supporting documents, correspondence and other materials related to the Complaint.

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/Unit Address

E-mail Address

Phone Number

Contact Preference Phone E-mail
 Other _____

Submit completed form and supporting documentation to:

Wooded Glen Section I HOA, Inc.
9442 Wooded Glen Ave
Burke, VA 22015
<https://woodedglen.homestead.com/>
woodedglen1hoa@gmail.com

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) Ombudsman (Ombudsman) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Ombudsman, shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The form for this purpose is provided by the Ombudsman on its website at <http://www.dpor.virginia.gov/CIC-Ombudsman/>. The Ombudsman also provides a "Request for Waiver of Filing Fee" form on this website.

The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
Phone: (804) 367-2941
CICombudsman@dpor.virginia.gov

WOODED GLEN SECTION I HOMEOWNERS ASSOCIATION

RESOLUTION ACTION RECORD

Resolution type: Procedural

Resolution Number: 2025-02

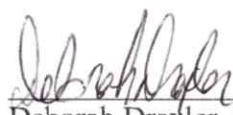
Pertaining to: Association Complaint Procedure

Duly adopted at a meeting of the Board of Directors of the Wooded Glen I Homeowners Association, Inc. held December 16, 2025.

Motion by: Jonathan Gressel ; Seconded by: Al Graziano.

Board Member	VOTE			
	Yes	No	Abstain	Absent
Jonathan Gressel, President	X			
Karin Mahoney Member at Large				X
Lonnie Bradley, Vice President	X			
Deborah Draxler, Secretary	X			
Al Graziano, Treasurer	X			

ATTEST:



Deborah Draxler, Secretary