



OAK HOLLOW

HOMEOWNERS ASSOCIATION, INC.

P.O. BOX 620921

OVIEDO, FLORIDA 32762-0921

COMPLAINT PROCEDURE

The Oak Hollow Homeowners Association, Inc. (“Association”) Board of Directors (the “Board”) is publishing this Complaint Procedure to ensure that any enforcement of any provisions of the Covenants and Restrictions, Bylaws, Policies, Procedures, and/or Rules is fair, consistent, equally applicable to all Members, and is understood by the Members.

The purpose of this Procedure is to preclude the Board and its members from being the Oak Hollow police force and to ensure that Members are not permitted to demonstrate insensitivity towards their neighbors.

1.0 INFORMAL COMPLAINT

- A. A Member of the Association initiating a complaint in this Procedure is referred to as the “Complainant” and the person or entity being complained about is the “Subject” of the complaint. To initiate an action under this Complaint Procedure, a Complainant must approach the Subject either in person, by phone, by eMail, or any other mutually acceptable communication method and respectfully describe the complaint and suggest a resolution. Discussions may be iterated until the complaint is resolved.
- B. In the event that the Complainant is not satisfied with the Subject’s resolution or inaction, the Complainant must prepare a written complaint addressed to the Subject at the last known official mailing address on file with the Association. The written complaint must utilize the Oak Hollow Homeowners Association Complaint Form. The written complaint must be sent by the Complainant, to the Subject, by certified mail, return receipt. This may be iterated until either party refuses to respond, raises the complaint to a Formal Complaint, or the issue is resolved.

2.0 FORMAL COMPLAINT

- A. A Formal Complaint shall concern a matter regarding actions, inactions, conditions, or decisions that are alleged to be inconsistent with applicable laws, regulations, covenants, restrictions, bylaws, policies, or rules governing Oak Hollow. Personal grievances are not applicable.
- B. Initiation of a Formal Complaint requires a completed Oak Hollow Homeowners Association Complaint Form. Processing the Formal Complaint shall not begin until a complete Association Complaint Form is received by the Board. However, the Board, at its own discretion, may elevate the complaint to a Board Complaint. Further, the Board may, at its own discretion, initiate a Board Complaint.

3.0 BOARD COMPLAINT

- A. A Board Complaint may be initiated at any time during the Complaint Procedure at the discretion of the Board, or at its own initiation.
- B. Upon failure to comply with the Board Complaint, the Board shall notify the Subject by certified mail, that failure to comply within the established deadline will result in referral of the complaint to the Association attorney.



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Duly adopted this 14th day of September 2018 by the Oak Hollow Homeowners Association, Inc. Board of Directors.

Russell Case
Director and Secretary