

## COMMON INTEREST COMMUNITY COMPLAINT FORM

**"Common interest community"** means real estate subject to a declaration containing lots, at least some of which are residential or occupied for recreational purposes, and common areas to which a person, by virtue of the person's ownership of a lot subject to that declaration, is a member of the association and is obligated to pay assessments of common expenses. (§54.1-2345 Code of Virginia)

Complaints related to possible violations of common interest community law (the Property Owners' Association Act, the Condominium Act, the Virginia Real Estate Cooperative Act) or regulation must first be submitted through the common interest community association complaint process required by § 54.1-2354.4 of the Code of Virginia and The Common Interest Community Ombudsman Regulations. Only after the association complaint process has been completed can the Office of the Common Interest Community Ombudsman provide a determination whether a violation of common interest community law has occurred.

**A complaint can be submitted directly to the Office of the Common Interest Community, and not through an association complaint process, only if an association has failed to adopt an association complaint procedure or an association has failed to respond to a complaint submitted through an association complaint procedure.**

If an association has failed to adopt an association complaint process or has failed to respond to a submitted association complaint, the following form can be filed. It must be completed in its entirety and submitted directly to the Office of the Common Interest Community Ombudsman via email to [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov), fax to (844) 246-2334, or U.S. mail to:

Department of Professional and Occupational Regulation  
Office of the Common Interest Community Ombudsman  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233-1485

If you have a complaint related to a licensed common interest community manager or management company and it pertains to a violation of the **Common Interest Community Manager Regulations**, you may submit your complaint on the standard DPOR Complaint Form, found online at [www.dpor.virginia.gov](http://www.dpor.virginia.gov).

*For information on the association complaint procedure, please visit our website at [www.dpor.virginia.gov/cic-ombudsman](http://www.dpor.virginia.gov/cic-ombudsman). There you will find a helpful video, general information about the complaint procedure and the Common Interest Community Ombudsman Regulations which govern the association complaint process.*

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**NOTE:** The Department cannot guarantee anonymity. By law, all complaints received by the Department are subject to public disclosure once a case is closed.

### SECTION I - REQUIRED INFORMATION

COMPLAINT FILED BY	Name			
	Mailing Address			
	City	State	Zip Code	
	Phone Number			
	Email			
ASSOCIATION INFORMATION	Association Name			
	Association Contact Person			
	Type of Association	<input type="checkbox"/> Condominium Unit Owners' <input type="checkbox"/> Property Owners' <input type="checkbox"/> Cooperative		
	Association Address			
	City	State	Zip Code	
	Phone Number			
	Contact Person Email			

### SECTION II - COMPLETE ONLY IF APPLICABLE

MANAGER INFORMATION	Company Name			
	Manager's Name			
	Company Address			
	City	State	Zip Code	
	Phone Number			
	Company Email			

### SECTION III - COMPLAINT STATEMENT

I wish to complain that my common interest community association has: (check one)

- ☐ Failed to adopt an association complaint procedure. *Please include written documentation showing that you have formally requested a copy of the association complaint procedure from the association or its manager.*
- ☐ Failed to respond in a reasonable timeframe to my submitted association complaint. *Please include a copy of the complaint submitted to the association. Please do not include the entirety of your complaint as we have no authority to review an association complaint until it has completed the full association complaint process.*

### SECTION IV - SIGNATURE

I understand that the sole purpose for submitting this complaint is to notify the Office of the Common Interest Community (CIC) Ombudsman that an association has failed to adopt an association complaint procedure or has failed to respond to a submitted association complaint. Upon review of the information contained in this complaint, the CIC Ombudsman will determine what action, if any, will be taken to resolve the violation. I also understand that the Office of the Common Interest Community Ombudsman cannot accept or review any association complaint (other than this form) that has not been submitted through the association complaint procedure. I verify that the information provided is true to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_\_