



Fairlington Villages,  
A Condominium Association  
3001 S. Abingdon Street, Arlington, VA 20006  
Phone: (703) 379-1440 Email: [office@fairlingtonvillages.com](mailto:office@fairlingtonvillages.com)

### ASSOCIATION COMPLAINT PROCESS

- 1) **The association complaint must be in writing using the attached Association Complaint Form.**
- 2) **The association complaint must be delivered or mailed to the Management Office located at 3001, S. Abingdon Street, Arlington, VA 22206 or emailed to [office@fairlingtonvillages.com](mailto:office@fairlingtonvillages.com).**
- 3) **Upon receipt of an association complaint, the association shall provide the complainant with written acknowledgment of receipt of the association complaint within seven calendar days of receipt of the complaint. Such acknowledgement shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the address provided, or by email at the email address provided.**
- 4) **The association complaint must legibly describe the complaint as well as the requested action or resolution of the issue/s described in the complaint. The complaint must include references to the specific facts and circumstances at issue and the provisions of the Virginia laws and regulations (to the extent that the complainant has knowledge of the Virginia laws and/or regulations applicable to the complaint) that support the complaint. If the space provided on the Association Complaint Form does not provide sufficient space, the complainant must attach a separate sheet of paper to the complaint form as well as any supporting documents, correspondence and other materials related to the complaint.**
- 5) **The Association shall have 15 calendar days from receipt of the complaint to identify and request additional information that is necessary for the complainant to provide in order for the Association to continue processing the association complaint. Upon request of the additional information, the complainant will have 15 calendar days from the date of request to provide the association with any additional information that is necessary for the complainant to provide in order to continue processing the association complaint. If the requested additional information is not received within 15 calendar days from the date of the request, the Association shall consider the complaint based on whatever documentation and information has been received and proceed with the process of evaluating the complaint and making its final determination.**
- 6) **Notice of the date, time, and location that the matter will be considered shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the mailing address or at the email address provided.**

- 7) After the final determination is made the written notice of final determination shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the complainant at the mailing address or at the email address provided within seven calendar days of the date of final determination.**
- 8) The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable association governing documents, laws, or regulations that led to the final determination, as well as the registration number of the association. If applicable, the name and license number of the common interest community manager shall also be provided.**
- 9) The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information.**