

Bath & Tennis Club of Huntington Estates ("The Club")

Policy Resolution No. 2016-01:

The Club Complaint Policy & Procedures

(for resolving certain complaints from members & others)

Whereas, pursuant to 765 ILCS 615 of the Illinois Code: Condominium and Common Interest Community Ombudsperson Act (CCICOA) imposes a requirement that each common interest community association adopt a reasonable procedure for the resolution of certain **written complaints** from the members of such association and other citizens; and

Whereas, within 180 days of the effective date of the Act (July 1, 2016), associations must adopt a written policy for resolving complaints made by association members; and

Whereas, In the Bylaws of "the Club", Article 5, Section 1, General Powers, The affairs of the Corporation shall be managed by its Board of Directors, and for the benefit and protection of all owners, the Board deems it desirable to formally adopt a policy resolution to enable the Club to review compliance with the provisions of 765 ILCS 615 of the Illinois Code,

Now therefore, it is hereby resolved that Bath & Tennis Club of Huntington Estates ("The Club") acting through its Board of Directors, hereby adopts & establishes the following CCICOA - mandated Club complaint procedure for handling **written complaints** submitted to the Club's management in accordance with the procedures set forth in this Resolution.

1. The Club is only required to act on **written complaints** submitted to the Club's management or Board of Directors in accordance with the procedures set forth in this Resolution.
2. In order to properly submit a formal complaint upon which the Club will act, all residents, owners and any other party must submit a **written complaint** on the form attached hereto as Attachment A, to the Club's postal address and to the attention of the Board of Directors.
3. All **written complaints** shall be sent via USPS using the following information:

**Bath & Tennis Club of Huntington Estates
1212 S Naper Blvd / Suite 119-165
Naperville, IL 60540**

4. All complaints must include the following information:
 - The name & address of the complainant
 - The nature of the alleged violation
 - The time, date & place of the violation
 - The name & address of the suspected violator, if known
 - The signature of the complainant & date of complaint

5. The Club's management shall maintain a record of the complaint for no less than 1 year from the date the Club takes action on the complaint.

6. Upon receipt of a valid, written complaint, the Club shall take appropriate action to investigate and resolve the complaint, in accordance with the Club's governing documents and the applicable provisions of the Illinois Code. Within 14 days of receipt of a valid complaint form, the Board shall provide the complainant with written acknowledgement of the Club's receipt of the complaint.

7. The Club's management may contact a complainant to request additional information related to a written request. Completed complaints will be considered at a regular meeting of the board held within 90 days from the date on which the complaint was mailed to the Board.

8. At least 14 days prior to the Board Meeting at which the complaint will be considered, the Board shall provide the complainant with notice of the date, time & location of the Board meeting at which the matter will be considered by the Board.

9. The complainant may contact the Club in writing to follow up on the status of a complaint.

10. **Insufficient Information:** The Board may make a decision that there is insufficient information on which to make a final determination on the Complaint or that additional time is otherwise required to make a final determination. In this case, the Board shall postpone making a final determination on the Complaint until a later scheduled Board Meeting (giving at least 14 days notice to the complainant). The Board may make a written request for additional information from the applicable party, specifying a deadline by which time the additional information must be received by the Board.

11. **Final Decision:** The board shall make a decision on the Complaint by an appropriate vote of the members of the board at the meeting pursuant to the Club's governing documents. A Final Determination of the Complaint will indicate whether the Complainant's requested action or resolution is or is not being granted, approved or implemented by the Board. No appeal process is available. The Board's rendered decision is final. Within 14 days after the final determination is made, the Board shall provide the Complainant with written notice of the Board's final determination which will be marked clearly and conspicuously as "FINAL".

12. The Club shall advise all complainants via the Club's authorized complaint form of their right to provide notice of any adverse decisions rendered by the Club, to the applicable office of the Condominium and Common Interest Community Ombudsman. The name & address of the office to which notice should be directed, shall be included on the authorized complaint form as approved by the Board of Directors.

13. The club holds owners legally responsible for ensuring that residents of their household, their tenants, guests or invitees, comply with the Club's Governing documents.

Name & address of persons who are subject of complaint: _____

Signature of Complainant: _____ Date : _____

Please deliver your complaint to B&TC of HE / 1212 S Naper Blvd / Suite 119-165 / Naperville, IL 60540. Be advised that the Club may elect not to take action on any complaint which does not conform to the above referenced delivery requirements or include the requested information on this form.

Upon receipt of your completed, written complaint, the Club will begin investigation of your complaint. The Club will maintain a record of your complaint for at least one year from the date upon which it takes action to resolve your complaint. You may contact the Club in writing via USPS mail using the above referenced contact information.

The office of the Condominium and Common Interest Community Ombudsperson (CCICO) is a governmental body which may assist you in using the complaint procedures set forth in the Club's governing documents, as well as the Illinois Condominium & Common Interest Community Association Act. In accordance with the Illinois code 765 ILCS 615 you may give notice to the Ombudsman of any final adverse decision which your Board may make regarding your complaint. You must file the notice within 30 days of the final adverse decision. Your notice must be in writing on prescribed forms, accompanied by a filing fee. For more information, contact the office of the Condominium & Common Interest Community Ombudsperson at the Department of Professional Regulation:

Springfield Office:
Illinois Department of Financial and Professional Regulation
320 West Washington Street, 3rd Floor
Springfield, IL 62786
All Inquiries: 1-888-473-4858

Signature: _____

Date: _____

For Club use only: to be completed by Club representative only:

Received by:

Title: _____

Date: _____