

Sterling Hills Townhome Association

VENDER VIOLATION COMPLAINT FORM

Please fill out the entire form and mail to: Sterling Hills Townhome Association
5241 X Street
Lincoln, NE 68504

This document is a formal complaint document regarding performance of a vender who is contracted with Sterling Hills Townhome Association and providing services to the THA. This complaint is made by a member of the THA regarding said service. The intent of this document is to provide documentation of the complaint, investigation and resolution between all parties involved.

Complaints shall be by members of the THA and shall be in writing, using this form and submitted to the THA at the address above. The complaining member shall describe specific circumstances or conditions which are the subject of this complaint. Non-written complaints or complaints failing to include information specific to this complaint may not be investigated at the discretion of the THA.

Upon receipt of the complaint, the complaint will be investigated by the Board of Directors, its designated individual or committee. The Board shall have sole discretion in appointing an individual or committee to investigate the matter.

If a violation is found to exist, a copy of this complaint shall be sent to the vender. The vender will have 14 days from the date of Board notification to correct or otherwise resolve the issue. When a violation concerns a serious or immediate situation for person or property, the Board of Directors will seek to obtain prompt action by vender to resolve the issue. When a violation requires seasonal correction, the Board will have authority to negotiate needed deadlines to assure work to be done properly.

NOTICE TO VENDER: This document is a formal complaint regarding your performance. You should take this complaint seriously and are directed to respond to Sterling Hills THA within 3 days, noting any additional information that is relevant, or disagreement with the information provided and provide a plan of action to correct or otherwise resolve this issue and to assure it does not reoccur.

CONTACT INFORMATION FOR ASSOCIATION MEMBER FILING COMPLAINT:

Complaint may be filed by Association members only. Failure to provide contact information will render complaint invalid.

Date complaint filed: _____

Name of member filing complaint: _____

Address of member filing complaint: _____

Phone number of member filing complaint: _____

Signature: _____

Name of Vender: _____

Date of Service Provided: _____

COMPLAINT:

Photos or other documentation included with this complaint. YES _____ NO _____

Describe specific circumstances or conditions which are subject of this complaint:

RESULTS OF INVESTIGATION:

Describe specific findings of this investigation:

Action Taken:

Photos or other documentation included with this complaint. YES _____ NO _____

Describe specific action taken by Vender to resolve this complaint:

Date complainant contacted with results of the investigation and action taken: _____

Name of person investigating complaint: _____

Signature: _____

Please keep a copy of this complaint for your records, as you will not be provided copies by our office until the complaint is investigated and results are finalized.