



Newport Shores Cluster Association, Inc.  
(NSCA)

HOMEOWNER COMPLAINT FORM

Please provide your information below:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

*Your information and complaint details will be kept confidential, but review and evaluation will be done by the NSCA Board of Directors (minimum of 4 of the 7) that are on the board at the time the complaint is received.*

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Please provide the following information regarding the complaint below:

Date this Complaint form submitted: \_\_\_\_\_

Location of Complaint (address, location description or other such as an action of the NSCA Board):

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Details of Complaint: \_\_\_\_\_

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(Attach additional detail sheets and/or documentation if needed)

#### Form Submission Instructions

Please mail this completed complaint form and any attachments to:

Newport Shores Cluster Association, Inc.  
P.O. Box 3400  
Reston, Virginia 20195

Complaints must be submitted in writing using the NSCA Complaint form. Verbal complaints, that should be addressed using the Complaint form, will not be considered nor responded to by the NSCA Board.

The complaint must be filed within 30 days of the occurrence that initiated the complaint process. The NSCA Board shall provide written acknowledgment of receipt of the complaint to the complainant within seven days of receipt. Such acknowledgment will be mailed by registered or certified mail, return receipt requested or by electronic means provided the sender retains sufficient proof of the electronic delivery. Once the NSCA Board is in receipt of the Complaint form, a determination response to the complaint will occur within 30 days and will be sent via mail or email.

Questions regarding the complaint form or status of the complaint filed may be directed in writing (mailed to same address the complaint form was addressed) or email to the President or Vice President of the NSCA Board. Board members are listed in the NSCA Directory, which is updated and emailed to each homeowner annually.

Any specific documentation to support the complaint must be provided and shall be clearly described with any documentation included in the complaint. In addition, to the extent the complainant has knowledge of the law or regulation applicable to the complaint, the complainant shall provide that reference/documentation, as well as the requested action or resolution.

Consideration and determination of the complaint will be done (at the board's discretion) either by an actual scheduled NSCA board meeting or via email between the board members with minutes being maintained by the board secretary. The complainant can request a formal board meeting and attend such a meeting to present the case. Deliberation of the board, after hearing the complainant, will be done in closed session without the attendance of the complainant.

After the final determination is made, the written notice of final determination shall be mailed by registered or certified mail, return receipt requested or delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, within seven days.

#### Notice of Adverse Decision

As prescribed in 55-530 of the Virginia Code, a complainant has the right to give notice of any adverse decision to the Office of Common Interest Community Ombudsman. The notice of adverse decision shall be filed within 30 days of the final adverse decision in writing on forms prescribed by the Common Interest Community Board. There is a \$25.00 filing fee, which is the responsibility of the complainant.

You may access the Regulations and related forms at [www.dpor.virginia.gov/Homeowners-Associations/](http://www.dpor.virginia.gov/Homeowners-Associations/)

A complainant may also contact the Office of Common Interest Community Ombudsman at:

Department of Professional and Occupational Regulation  
Office of Common Interest Community Ombudsman  
9960 Mayland Drive, Suite 400  
Richmond, Virginia 23233-1485  
Phone: 804-367-0776  
Email: [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov)

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date form was signed

\_\_\_\_\_  
Printed Name of Complainant

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FOR NSCA BOARD USE ONLY

Date Complaint form received by the NSCA Board: \_\_\_\_\_

Complaint reviewed by (Board member and title if an officer of the Board):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NSCA Board Finding (Include details, citations and date):

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Duly authorized by the NSCA Board of Directors President

\_\_\_\_\_  
President

\_\_\_\_\_  
Date