



# Mariner's Quay Condominium Owners Association

**Subject:** Mariner's Quay Condominium Owners Association Complaint Policy

Be it resolved that the Complaint Policy for Mariners Quay Condominium Association, Inc., effective September 30, 2025, shall be as follows:

- I. Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of the Mariners Quay Condominium Owners Association, Inc. (Association) has established this policy and form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the Governing Board, Managing Agent or Association inconsistent with applicable laws and regulations.
- II. Legibly describe the complaint in the form provided, as well as the requested action or preferred resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.
- III. Once submitted to the Property Manager, the Board will make its decision within 30 days of receipt. If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall include any applicable filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation (DPOR)  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233  
Phone: 804-367-2941  
Email: [CICOmbudsman@dpwr.virginia.gov](mailto:CICOmbudsman@dpwr.virginia.gov)

Approved by the Board of Directors.

Signature:

\_\_\_\_\_  
President

September 30, 2025

\_\_\_\_\_  
Date

Signature:

\_\_\_\_\_  
Secretary

September 30, 2025

\_\_\_\_\_  
Date



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**Subject:** Mariner's Quay Condominium Owners Association Complaint Form

Legibly describe the complaint, as well as the requested action or preferred resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

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Sign, date, and print your name and address below and submit this completed form to the Association via the Property Manager.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Condo Number

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Street

\_\_\_\_\_  
City, State & Zip Code