

Complaint Procedure Summary

Vida del Mar

Revised & Approved – March 24, 2020

At times owners may see other residents violating rules but do not want to get involved. In these instances, violations may continue, and the eventual result can be disharmony among the owners. The complaint process helps the Board and Management to provide consistent rule enforcement.

Verbal Complaints

- All will elicit a response from the staff
- Contact security guard if office is closed (guards are empowered to respond)
- Follow up with a written complaint to the office as soon as possible if unresolved

Written Complaints

- All will elicit a response from the staff
- Use complaint form on website or pick up at the office
- Sign and seal in an envelope addressed to GM and deliver to office or email to the GM (vidadelmargm@gmail.com)
- GM will handle complaints **anonymously** throughout the resolution process
- Board members can be copied but can only be involved if response by office is not satisfactory
- If complaint is against a renter, office will also call and email the owner.

Staff Responsibility

- Log in all complaints and note if recurring problem (Complaint Log)
- Investigate disturbance and resolve as quickly as possible
- If owner does not correct violation, the GM at the direction of BOD may follow up with written letter and/or fines per Condominium Regulations /Penalties. See Step Process below.

Violation Step Process

If the violation is caused by a non-owner, the owner is responsible for any fines issued to the guest, renter, or visitor. Everyone must follow the Vida del Mar Security Policy.

If immediate action is necessary to correct a serious violation, security personnel may restrain the violator and call the police.

Depending on the severity of the violation and the response from the person committing the violation, the following actions will occur:

- **1st Violation:** The person/s in violation will be given a warning (in person or in writing) **and /or** a fine not exceeding **\$3,000 pesos**.
- **2nd Violation:** The Board of Directors will issue a 2nd written warning notice **and/or** levy a fine up to **\$5,000 pesos**.
- **Continued Violations:** Further warnings and a fine up to **\$10,000 pesos** as directed by the Board will be given.
- **Repeated or Serious Violations:** The Board will approve further fines **and/or** actions. The Board may recommend that the owner's condo be sold at auction per Article 73 of the Condominium Regulations.