



## **Resident Comments and Complaint Process**

### **Relevant Committee/Contact: Community Manager**

**Please see the Community Manager's Office for a Resident Service Form (RSF)**

**This procedure replaces and supersedes all prior policies, procedures and management directives regarding procedures for resident comments/complaints.**

This procedure provides for an organized and systematic approach to acquiring, tracking, addressing, filing and archiving resident complaints, comment, concerns and issues, the Association will utilize a Resident Service Form (RSF).

## **Procedure:**

- Resident requests blank RSF from the Concierge desk or Management office.
- Resident completes RSF
- Resident turns in form to Community Management Office (not the concierge desk).
  1. RSF is evaluated to determine if it is a duplicate submission by the resident.
  2. If duplicate, determine status of original RSF, and the resident will be advised.
  3. If not, the Community Management office will assign a control number. (It is critical the resident keep their copy as it helps in later follow ups.)
  4. The Community Management Office will ensure the appropriate individual, committee, and Board or GOCA personnel will receive the form for follow up and action.
  5. If the observed condition is potentially a safety issue, immediately contact the Community Manager or Asst. Community Manager and explain the problem.
  6. The resident will be notified of the changes/updates/resolution of their RSF complaint by the assigned Committee, Community Manager or Board member. This notification will be via email, letter or in person.
  7. The appropriate individual, committee, Board or GOCA personnel addressing the response will ensure the Community Management Office received a copy of the response (the tracking number should be referenced in the response).
  8. The Community Management Office will place the RSF and response in the Resident Service Form file.