

Condominium Complaint Procedure	
CORPORATION SSCC396	

Procedure

The purpose of this document is to clarify the necessary steps and procedures in dealing with owner complaints. Please note that Vista 111 will be introducing a new webpage starting in 2019. All owners are asked to use this webpage as this is the only way to register and track all complaints. This will provide detailed information that will help the property management company resolve issues.

1. Owner picks up the Complaint form from the Vista 111 Website this would be the preferred method. www.vistaiii.com
2. Owner completes Complaint request form with all relevant information and hits send on the Vista Web this will automatically send the form to the Property Management Company and the Maintenance Director.

The owner should thoroughly review the applicable drop down boxes and identify who the complaint is with.

3. The complaints are accumulated until the next board meeting at which time they are reviewed.
5. Complaints will be logged and reviewed at the next Board Meeting. Follow up actions will be discussed or items noted for future consideration.

Tracking Applications

An excel spreadsheet is maintained by the Board
The information includes applicant name, home address, email address, date received, and details of the complaint. This document will provide historical data and provide

	Dated:	Page:1
Prepared by: Don Macrae	March 21, 2019	Board Review:
Approved by: Board of Directors		

Rev # File Location _____ Owner

If Property Management has a document that meets or exceeds the board will accept.