Office Use Only
Block: _____ Lot: _____

Mainlands of Tamarac

PINELLAS PARK, FL 33782

Complaint Form

DATE: _____

ADDRESS OF COMPLAINT:

_____

MY COMPLAINT IS AS FOLLOWS: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

YOUR NAME: _____

(PLEASE PRINT)

ADDRESS:_____

SIGNATURE:_____

(MUST BE SIGNED)

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ACTION TAKEN:

1. SPOKE TO RESIDENT ☐ DATE:_____
2. FIRST LETTER SENT ☐ DATE:_____
3. SECOND LETTER SENT ☐ DATE:_____
4. RECOMMENDATION OF THE BOARD OF DIRECTORS.

   _____
5. COMPLAINT SENT TO ATTORNEY FOR LEGAL ACTION.

   DATE:_____
6. OTHER: _____

   _____

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Procedure for Resident complaints

1. All resident complaints must be in writing and MUST be signed.
2. All resident complaints must be submitted to the property manager in a sealed envelope, who will work in conjunction with the Board president.
3. Privacy of the complainant will be maintained to the greatest degree possible, however the Florida Condominium Act generally provides that all written records of the association are open to the inspection and copying by the unit owners (unless specifically exempted in the statute). A written complaint is an "official record" of the association and may be requested by any owner if they follow the "request for correspondence" protocol.
4. When appropriate, the property manager will do an inspection to verify the complaint.
5. The property manager will then determine if:
    a. The owner will receive a letter documenting the violation and scheduling a follow-up date for violation resolution.
    b. The complaint should be taken to the BOD president for direction on how to proceed.
6. Complaints will be included in the packet of the subsequent BOD business meeting. **The complainant name will not be identified.** The violation will be treated as confidential by all board members.
7. Any complainant may contact the business office no less than 30 days after the original complaint was made to receive an update:
    a. Letter sent: (outcome pending, violation resolved)
    b. Phone call/personal visit made by business office/BOD (outcome pending, violation resolved)
    c. No supporting evidence of violation at this time
8. If a complaint requires board action, the involved parties will be notified.