

**PALATINE STATION CONDOMINIUM ASSOCIATION
PALATINE, ILLINOIS**

COMPLAINT PROCEDURE

WHEREAS, Palatine Station Condominium Association, an Illinois not-for-profit corporation (the “Association”) exists pursuant to that certain Declaration of Condominium Ownership and of Easements, Restrictions, Covenants and By-Laws for Palatine Station Condominium Association recorded in the office of the Cook County Recorder of Deeds, as amended from time to time; and

WHEREAS, the Board of Managers (the “Board”) of the Association is responsible for the administration, operation and affairs of the condominium property; and

WHEREAS, the Condominium and Common Interest Community Ombudsperson Act, 765 ILCS 615/1, et seq. (the “Ombudsperson Act”), applies to all condominium associations governed by the Condominium Property Act; and

WHEREAS, pursuant to Subsection 35(a) of the Ombudsperson Act, the Association must adopt a written policy for resolving complaints made by unit owners; and

WHEREAS, the Board desires to adopt a uniform and systematic procedure for resolving complaints made by unit owners in accordance with the Ombudsperson Act.

NOW, THEREFORE, BE IT RESOLVED, the Association hereby adopts the following complaint procedure.

1. Applicability of Complaint Procedure.

(a) This complaint procedure is desired to facilitate successful resolution of unit owner complaints regarding Association operations. This complaint procedure does not apply to disputes regarding violations of the Association’s governing documents, unless the complaining party alleges that the Association, the Board or the Association’s managing agent has violated or is violating applicable provisions of the Association’s governing documents.

(b) This complaint procedure shall not apply if there is a pending complaint filed in any court or administrative tribunal in any jurisdiction or for which arbitration or alternative dispute resolution is scheduled to occur or has previously occurred regarding the subject matter of the unit owner’s complaint.

(c) This complaint procedure shall only apply to any disputes that were initiated, or initially occurred, within the past two (2) calendar years.

2. Submitting a Written Complaint.

(a) If a unit owner wishes to submit a complaint to the Association, then the unit owner may submit a formal written complaint to the Association using the attached sample Complaint Form (the “Complaint Form”) or a written document in substantially similar form.

(b) All complaints must include a reasonable, detailed description of the nature of the alleged complaint, and to the extent applicable, the time, date and place of the alleged occurrence and the name and address of the person(s) alleged to be in violation. To the extent that the complainant has knowledge of the law applicable to the complaint, he or she shall cite to the law on the Complaint Form, as well as the requested action or resolution.

(c) The completed Complaint Form, along with all supporting documentation related to the alleged complaint must be submitted to the Association's managing agent at the address listed on the attached Complaint Form by certified mail, in person with written acknowledgement of the receipt thereof, or by email or any other authorized electronic delivery, provided that the unit owner retains sufficient proof of electronic delivery.

(d) The Complaint Form shall be considered delivered upon deposit in the U.S. certified mail, postage prepared, return receipt requested, upon personal delivery to the Association's managing agent or when sent by email or any other authorized electronic transmission.

3. Association's Review and Consideration of the Complaint.

(a) Upon the Association's receipt of the Complaint Form and all required documentation, the Board shall investigate the alleged complaint. The Board shall have ninety (90) days after submission of a completed Complaint Form and receipt of all required documentation to review and consider the complaint. The Board may hear and consider statements from any person or persons having direct knowledge of the alleged complaint. The initial attempt at resolution of a written complaint may be an informal gathering at the discretion of all parties involved.

(b) If additional information is required to seek a resolution, the complainant must provide the information to the Association's managing agent in writing and in the same manner as described above within fifteen (15) days of the request. If the requested additional information is not provided by the complainant within fifteen (15) days of the request, the Board will respond with a disposition at the next regularly scheduled Board meeting.

(c) If the Board determines that there is insufficient information on which to make a final determination on the complaint or that additional time is otherwise required to make a final determination, the Board may postpone making a final determination on the complaint until a later scheduled Board meeting.

4. Notice of Final Determination.

(a) The final determination regarding the complaint shall be made by a majority vote of the Board at an open Board meeting. The final determination on the complaint shall indicate whether the complainant's requested action or resolution is, or is not, being granted, approved or implemented by the Board. A final determination may include, for example, a decision that no action will be taken on the complaint due to the complainant failing to timely provide additional information that was requested by the Association. No appeal process is available, and the Board's rendered decision is final.

(b) The notice of final determination shall be dated as of the date of issuance and may include citations to applicable provisions of the Association's governing documents, laws, or regulations that led to the final determination. The notice of final determination shall be marked clearly and conspicuously as "final."

(c) Within seven (7) days after the final determination is made, written notice of the final determination shall be delivered to the unit owner at the address listed on the complaint by certified mail, return receipt requested and shall be deemed delivered on the date of deposit of the mail.

I, Kevin O'Donnell, do hereby certify that I am the duly elected and qualified Secretary of Palatine Station Condominium Association and as such Secretary, I am the keeper of the books and records of the Association. I further certify that the above-stated complaint procedure was duly adopted and approved by the Board of Managers of the Association at a duly called, noticed and convened Board meeting held on the 6th day of December, 2018.

PALATINE STATION CONDOMINIUM
ASSOCIATION, an Illinois not-for-profit
corporation

By: Kevin O'Donnell
Its Secretary

Dated on the 6th day of Decemember, 2018.

**PALATINE STATION CONDOMINIUM ASSOCIATION
COMPLAINT FORM**

If a unit owner wishes to submit a complaint to the Association, then the unit owner may submit a formal written complaint to the Association using this Complaint Form or a written document in substantially similar form. This Complaint Form must be completely filled out or the complaint may not be considered valid by the Board.

Alleged Offender's Name: _____

Alleged Offender's Address: _____

Date, Time and Location of Occurrence, If Applicable: _____

Alleged Complaint(s): _____

Citations to the Law Alleged to be Violated, If Applicable: _____

Requested Action or Resolution: _____

Report Submitted By: _____

Unit Address: _____

Phone Number: _____

Signature: _____

Date: _____

PLEASE COMPLETE AND RETURN TO:

Palatine Station Condominium Association
Imperial Asset Management
110 N Brockway St, Unit 320
Palatine, IL 60067
Email: PalatineStation60067@gmail.com