NO

Is your Complaint about a violation of Association:

- bylaws,
- declaration,
- covenants,
- rules.
- regulations, or
- any other internal documents?



The Association
Complaint Process and the
Ombudsman's
Determination are only
appropriate for
allegations involving
violations of common
interest community
LAWS or REGULATIONS

(i.e. the Condominium Act or Regulations; the Property Owners' Association Act; or the Real Estate Cooperative Act or Regulations).

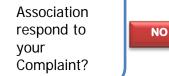
If your initial Complaint to the Association alleges violations of **governing documents**, the Ombudsman <u>does not</u> have jurisdiction to review a subsequent NFAD or provide a Determination, even if your Association reviewed your Complaint and provided you a Final Adverse Decision.

Does your
Association
have a
Complaint
Process?



You **must** submit an appropriate Complaint (see Box #1) to your Association <u>before</u> attempting to file a NFAD with the Ombudsman.

Did the





Is the Association's response to your Complaint a **Final Adverse Decision**?

N

0

(Meaning, a determination that is opposite to, or a denial of, the corrective action you sought?)



You are eligible to file a *Notice of Final Adverse Decision (NFAD)*, which must be

which must be accompanied by the \$25 filing fee or waiver request form.

After *confirming* the Association <u>does not</u> have a Complaint Process, you may submit a **CIC**

Complaint Form with documentation of your
formal written request to
the Association for a copy
of its Complaint Process.

The Ombudsman will only address the lack of an Association Complaint Process when responding to the submitted CIC Complaint Form.

If the Association did not acknowledge your Complaint or did not respond in a reasonable timeframe, you may submit

a CIC Complaint Form with documentation proving you submitted your Complaint to the Association, including the actual date of submission.

The Ombudsman will only address the Association's failure to acknowledge or respond when responding to the submitted CIC Complaint Form.

If the Association granted your request, or otherwise addressed the Complaint to your satisfaction, you **should not** submit either a CIC Complaint Form or NFAD.

