

STONEBRIDGE WOODS HOME OWNERS ASSOCIATION
POLICY FOR RESOLVING COMPLAINTS MADE BY OWNERS
PURSUANT TO SECTION 35 OF THE ILLINOIS CONDOMINIUM AND
COMMON INTEREST COMMUNITY OMBUDSPERSON ACT

The Board of Directors (“Board”) has created the following written policy (“Policy”) for the Stonebridge Woods Home Owners’ Association (the “Association”) for resolving complaints made by the Owners pursuant to Section 35 of the Condominium and Common Interest Community Ombudsperson Act (“Ombudsperson Act”).

1. Each Owner seeking to make a complaint to the Association (a “Complaining Owner”) pursuant to Section 35 of the Ombudsperson Act must complete, date, and sign a complaint form (“Complaint Form”), a copy of which is attached to this Policy.

2. The Complaining Owner must deliver a completed Complaint Form to the Association, by email (stonebridgewoodshoa@gmail.com) or regular mail, (14007 S. Bell Rd., Unit 166, Homer Glen, IL 60491) and/or a member of the Board within thirty (30) days of the date of the event that is the subject of the complaint.

3. Within a reasonable timeframe after receipt of a Complaint Form from a Complaining Owner, the Board shall meet in executive session of a Board meeting to discuss and review the Complaint Form. At the subsequent open portion of said Board meeting, the Board may either make a final determination (“Final Determination”) in response to the Complaining Owner’s complaint, or may make a determination that additional information/documents and/or investigation is required in order to respond to the Complaining Owner’s complaint before making a Final Determination.

4. (a) If the Board determines that additional information, documents or investigation is required to make a Final Determination, the Board shall promptly make a request for such additional information/documentation to the Complaining Owner. The Complaining Owner shall deliver such additional information/documentation, via email or regular mail to the Board, within ten (10) days of the date of the Board’s request.

(b) If the Board determines that additional investigation is required in order to respond to the Complaining Owner’s complaint before making a Final Determination, the Board shall promptly engage in such investigation.

(c) Within a reasonable timeframe after receipt of the additional information/ documentation requested under Section 4(a) above and/or the conclusion of its investigation under Section 4(b) above, the Board shall meet in executive session of a Board meeting to discuss and review the Complaining Owner’s complaint and the additional information/documentation. During the open portion of said meeting, the Board shall make the Final Determination in response to the Complaining Owner’s complaint, unless the Board determines that it still does not have sufficient information/documentation in order to make a Final Determination, in which case, the Complaining Owner shall cooperate with the Board’s requests for further information, documentation or investigation and provide said documentation or information via email or regular mail to the address(es) provided in Section 2 hereof within 10 days of the date of the Board’s request. Within a reasonable timeframe after receipt of any further information/documentation, the Board shall continue and conclude its investigation. Thereafter, the Board

shall respond, in writing, within 180 days after delivery of the Complaining Owner's original Complaint Form to the Association, with a Final Determination.

5. The Final Determination of the Board in response to a Complaining Owner's complaint shall be:

(a) Made in writing;

(b) Made within 180 days after receipt of the Complaining Owner's original Complaint Form and of the submission of any additional documentation or information requested by the Board, whichever is later; and

(c) Marked clearly and conspicuously as "Final."

6. The decision of the Board to approve the written Final Determination in response to a Complaining Owner's complaint shall be made during open session at a Board meeting, or portion thereof, open to the Owners; however, that the details of the written Complaint Form and Final Determination shall not be disclosed at the Board meeting, or portion thereof, open to the Owners.

7. The written Final Determination shall include the following:

(a) A copy of the Complaining Owner's Complaint Form;

(b) A copy of the documentation and information considered by the Board;

(c) The Board's determination with respect to the Complaining Owner's complaint and any action to be taken by the Association pursuant to such a determination, marked clearly and conspicuously as "final," if any.

8. The written Final Determination of the Board in response to a Complaining Owner's Complaint Form shall be issued to the Complaining Owner by regular mail, email or hand delivery, within 180 days after the Association received the Owner's original Complaint Form.

9. The written Final Determination shall be deemed confidential and shall not be available to any person other than the Complaining Owner and the Board and other necessary involved parties, except as otherwise required by applicable law and the Complaining Owner shall not disclose the written Final Determination to any person (other than such Complaining Owner's attorney), except as may be required by law.

10. The foregoing procedure shall not be required:

(a) 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, related or correlated in any manner to the subject matter of the Complaining Unit Owner's complaint, in the discretion of the Board.

(b) To address violations of the Association's Declaration and/or Rules for which the Board can levy a fine or exercise other available remedies which are governed by separate procedures.

11. This Policy shall be made available to all Owners upon request.

12. If adopted by the Board prior to January 1, 2019, this Policy shall be effective on January 1, 2019.

13. Upon the repeal of the Ombudsperson Act, this Policy shall also be repealed automatically.

