

Carleton Condominium Corporation No. 486  
POLICY STATEMENT #15 – COMPLAINTS

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For the purpose of this Policy, “complaint” shall mean written correspondence from a unit owner regarding the common elements of Carleton Condominium Corporation 486 (“CCC No. 486”).

The Board of Directors shall respond to every complaint in writing, except where the Board feels it is being harassed by said complainant, then it is under no obligation to review and respond to any communication made to the Board of Directors or any member of the Board of Directors regarding CCC No. 486 common elements, any unit owner or occupant of CCC No. 486 or any activity being carried out within or outside the boundaries of CCC No. 486.

The Board of Directors shall respond to any written communication made to the Board of Directors or any member of the Board of Directors that does not involve the common elements but is in regard to any unit owner or occupant of CCC No. 486 or any activity being carried out within or outside the boundaries of CCC No. 486. This does not mean that the Board will not listen to, and respond to your concerns as before but that the Board is under no obligation to respond to complaints that it feels are without merit.

Correspondence addressed to the Board shall be discussed at the monthly Board meeting, the course of action approved and responded to in writing by the Property Manager and reviewed by the Board before being delivered to said complainant.