

COMPLAINT PROCEDURE

In the event an Association member has a complaint with regard to the conduct of another lot owner, tenant, or tenant's family members or guests of owner or tenant, the following shall apply:

1. The Association member may attempt to resolve the complaint by himself.
2. Some regulations of the Association are identical to ordinances of the Will County and/or the Township of Crete. Such violations should be reported immediately to the proper authorities. It is the owner's responsibility to become familiar with all State, County and Township codes and ordinances.
3. A written complaint must be presented to the President of Willow Brook Estates Community Association, Inc., Unit 1, 2, 3 clearly stating the alleged violation indicating what part(s) of the Declarations, Bylaws or Rules and Regulations has been violated, the responsible party or parties; the dates and times of the incident, etc. The attached Violation Complaint Form WBECA # 002 may be used.
 - A. Any complaint, which alleges a violation of the Declarations, By-Laws or Rules and Regulations shall be made in writing and shall contain substantially the same information as that set forth in the Violation Complaint attached hereto. Minimally, the complaint shall set forth the following:
 - i. The name, address and phone number of the complaining witness.
 - ii. The Owner's name, address of the property where the person or Resident complained of resides or the guest was visiting.
 - iii. The specific details or description of the violation, including the date, time and location where the violation occurred.
 - iv. A statement by the complaining witness that he or she will cooperate in the enforcement procedures and will appear as a witness at a hearing or trial if requested by the Board of Directors.
 - v. The name, signature, address, and phone number of the complaining witness and the date on which the complaint was signed by the complainant.

The Association recommends that photographs or tape recordings be made if possible to illustrate the nature of the violation. Any such photographs or tapes should be sent with the Violation Complaint or forwarded as soon as possible. The name of the person who took the photograph or made the tape and the date on which it was made should be included.

On receipt of a complaint, the Board of Directors will communicate to all parties involved, in writing that a complaint has been lodged and will be heard by the Board of Directors.