



COMPLAINTS PROCEDURE

The Home Owners Association (HOA) is committed to addressing and resolving complaints of residents in a fair, transparent and timely manner. This procedure outlines the steps residents should follow to file a complaint and the process the HOA will follow to resolve it

Definition

The definition of a **complaint** is (a report of a problem) a statement that something is wrong or not satisfactory.

Scope

The complaints procedure applies to all residents of the Kraaibosch Country Estate and Manor and covers any issues related to the management, maintenance and services provided by the HOA.

The dispute resolution policy, as outlined in the KHOA Estate Rules, pt 13, needs to be followed in conjunction with this procedure where applicable.

All after hours incidents, on weekends and Public Holidays, where Estate Rules are not adhered to should be reported directly to the Security Team at the gates.

Procedure

Step 1- Initial Complaint Submission

Verbal Complaint: for a quick resolution of minor issues, residents are encouraged to first address their complaints verbally with the receptionist or Assistant Estate Manager or Estate Manager.

- Receptionist 044 004 0102 admin@kraaibosch.org or,
- Assistant Estate Manager 044 004 0106 james@kraaibosch.org
- Estate Manager 044 004 0105 manager@kraaibosch.org

Written Complaint: If the complaint cannot be resolved verbally or is of a more serious nature, the resident should submit a written complaint via

- **Email** to admin@kraaibosch.org & manager@kraaibosch.org
- **Physical Form:** Complete and submit a complaint form at the reception desk.



Details to Include:

- Name, house number and contact information of resident.
- Detailed description of complaint.
- Date and time of incident (if applicable).
- Any supporting documents/ video or evidence.

Step 2 - Acknowledgment of Complaint

Within 24 hours of receiving the written complaint, the Receptionist will acknowledge receipt of the complaint. The Receptionist will log the complaint in the HOA's complaint register.

Step 3- Investigation and Resolution

1. Initial Review

The Receptionist forwards the complaint to the Estate Manager for initial review and categorization (e.g., maintenance issue, neighbor dispute, service complaint).

2. Investigation by Estate Manager

The Estate Manager will investigate the complaint within 48 hours. The investigation may involve contacting the resident for further information, speaking with other parties involved, and reviewing any relevant documents or evidence.

4. Escalation to board of Trustees

If the Estate Manager cannot resolve the complaint, it will be escalated to the Board of Trustees. The Board will review the findings and make a final decision within an additional 5 working days.

Step 4: Resolution and Communication

Resolution:

Once a decision has been made, the Estate Manager will draft a resolution plan. The resolution plan will outline the steps the HOA will take to address the complaint and the expected timeline.

Communication with Resident:

The Estate Manager will communicate the resolution plan to the resident in writing. This communication will be done within 3 working days of the resolution being decided.



Step 5: Follow-Up and Closure

Implementation of Resolution

The HOA will implement the resolution plan as outlined within the specified timeline. The Estate Manager will monitor the progress and ensure the resolution is effectively carried out.

Follow-Up

After the resolution has been implemented, the Assistant Estate Manager or Estate Manager will follow up with the resident to ensure satisfaction. Any further issues or dissatisfaction will be addressed promptly.

Closure

The complaint will be officially closed in the complaint register once the resident confirms satisfaction with the resolution. The Receptionist will update the complaint log and file all relevant documents for record-keeping.

Appeals

If a resident is not satisfied with the resolution, they have the right to appeal. The appeal must be submitted in writing to the HOA Board of Trustees within 5 working days of receiving the resolution communication. The Board will review the appeal and make a final decision within 10 working days.

Record Keeping

All complaints and related documents will be kept on file for a minimum of 5 years. The Receptionist is responsible for maintaining the complaint register and ensuring all records are up to date.

Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with relevant parties involved in the resolution process.

Feedback

The HOA welcomes feedback on this complaints procedure to ensure continuous improvement. Residents can provide feedback through the same channels used for submitting complaints.

Contact Information

- **Receptionist** - 044 004 0102 admin@kraaibosch.org
- **Assistant Estate Manager** - 044 004 0106 james@kraaibosch.org
- **Estate Manager** - 044 004 0105 manager@kraaibosch.org