

For owners at Lido Presidential. If you are having interpersonal problems with occupants or employees or contractors, on our property, and you want to make formal complaint to Lido Presidential, for remedy or future reference, we request you promptly tell a Board member. A prompt verbal report will quickly alert the Board to your concern. But, to allow the Board to properly proceed we need your written information.

Your name and unit number _____ Today date: _____

Who are you complaining about? _____

Incident Report (Why are you making this complaint? What happened? What are the facts? Provide detail?)

Has this complaint been formally submitted to the board in the past? _____ When? _____

Do you seek some specific remedy, or is this for information only? What would you like to have happen?

Is there corroboration for the incident? _____ What is it? _____ Who is it? _____

Date and time of incident. _____

Date you notified a board member. _____

Would you like to attend a meeting with the board to discuss this complaint? _____

Would you mind if the person you are complaining about is in attendance? _____

Anything to add?...attach? _____

Signature: _____

This page is for the Board to consider. Checklist of Action by the Board

Keep written timeline archive.

Date the first board member received complaint.

How was the complaint disseminated to the remaining board members? When?

Is the complainant in good health?

Is the basis for this complaint a violation of by-laws, articles of incorporation or FL condo law?

If not, inform complainant the board has no authority to render judgement but will complete the process and file the complaint.

What facts and factors were considered?

Was the accused contacted? When? What was the result? Any corroboration?

Is there a history to this or a similar complaint on file?

Was our attorney consulted?...what was advised?

What was the consensus of the board - provide written summary. Provide written confidential report.

What Board member will author the report. All Board members will edit until consensus.

Was there a judgement rendered by the board? What was it? How communicated to the complainant? When?

What is the name of the archive file for this complaint? Where is it kept?

What board actions were shared with the complainant? ...with the accused?

Does the Association and Directors and Officers insurance cover liability stemming from this complaint?

Check back in some agreed time frame to check for new developments on the issue.

Attachments?

Other comments.

General notes

Per Florida law, complaints involving an employee are confidential to the condo board and not available to anyone without a court order.