

CRYSTAL LAKE TOWNHOME ASSOCIATION COMPLAINT TRACKING FORM

Pursuant to Illinois Common Interest Community Association Act, Section 35 of the Common Interest Community Ombudsperson Act, a written policy for resolving resident complaints must be in effect as of January 1, 2019. Complaints must be resolved by the board within 180 days after the receipt of the complaint.

Please note: Anonymous complaints will not be accepted nor investigated

Contact information

Name	Date
Address	
Home Phone	Cell
E-Mail	

How Reported (circle one): Email Mail

Summary of Complaint and Desired Outcome (If not enough space, attach extra paper)

To File your complaint:

Email: CLTHboard@gmail.com and attach this form or

Mail: 20147 Crystal Lake Way, Frankfort, IL 60423

For Board Use Only

Complaint recipient	Date
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Timeline

	Date	Outcome
Next Board Meeting		
Additional Information Needed		
Resident Notification		