



**VENTURE THREE, INC.**  
A Florida Not-for-Profit Corporation

# **STATEMENT OF CORPORATION POLICY**

for the

## **COMPLAINT PROCESS**

**February 19, 2014**

**This Statement of Corporation Policy has been adopted by the Board of Directors of Venture Three, Inc. at a duly noticed and authorized meeting at which a quorum was present.**

**EFFECTIVITY:**

This Statement of Corporation Policy shall be in full force and effect from the date it is adopted by the Board of Directors of Venture Three, Inc. hereinafter the Corporation, in perpetuity, unless and until it is revoked by a vote of a simple majority plus one (1) of said Board of Directors.

**SUBJECT:**

The By-Laws and the Rules and Regulations of Venture Three, Inc. do not define or otherwise set standards for the processing of complaints of members. This Statement of Corporation Policy establishes criteria for the processing of complaints, maintenance of records, and use of the Complaint Form.

**PROBLEM:**

There is not a process defined for the handling of complaints nor for the maintaining of records of same.

**STATEMENT:**

**Whereas**, Venture Three, Inc. is a self-managed corporation under the control of its duly elected Board of Directors and its duly elected officers, the President, the Vice-President, the Treasurer, and the Secretary, and;

Whereas, the Board of Directors is obligated to respond to an inquiry, filed in writing, in a timely manner, that being 30 days, and;

Whereas, there are specific times, when the 30 day limit for a response is extended, and;

Whereas, it is the responsibility of the Corporation to manage the written complaint process in a timely manner as set forth in Florida Statutes, and;

Whereas, no such timely response is required under the law for a complaint filed verbally, and,

Whereas under the terms of the Management Agreement, the Board of Directors may designate the Management Company to handle certain delegated affairs.

**POLICY:**

**Therefore**, it is the policy of Venture Three, Inc.

1. that any member who files a complaint using the established Complaint Form shall receive a substantive, written response within 30 calendar days, except;
  - 1.A that when an opinion is sought from the Division of Florida Condominiums, Timeshares, and, Mobile Homes (hereinafter "the

Division”, the response due date is extended to 10 days after the opinion is received from the Division, and;

- 1.B that when an opinion related to the complaint is sought from legal counsel, the response due date is extended to 60 days from the filing date, and;
2. that complaints filed verbally have no defined, mandatory requirements for a response, and;
3. that response to complaints filed verbally will be considered and handled with consideration given to the nature of the complaint and may or may not be given a written response, and;
4. that all written complaints shall be submitted to the Venture Three, Inc. office in care of the Property Manager, and;
5. that a log and file of all written complaints shall be originated & maintained by the Venture Three, Inc. office, and;
6. that the submission of written complaints from members while not limited in submission quantity, the multiple complaints from a unit will be acted upon individually observing the 30 (or other applicable number) day requirement and the 30 day period for the next complaint will not start until the preceding complaint process is completed, and;
7. that the Venture Three, Inc. Property Manager shall determine if the complaint is to be handled by Venture Three, Inc., or, alternatively by one of the three (3) Associations, and;
8. that the Corporation is not obligated to respond to inquiries/complaints from prospective purchasers, but, may at its option, provide such a response and is entitled to charge a fee not to exceed \$150 plus the costs for photocopying & any/all related attorney fees.

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**APPROVALS:**

Venture Three, Inc., a Florida Not-for-Profit Corporation

Adopted by the Venture Three, Inc. Board of Directors, this the \_\_\_\_\_ day of \_\_\_\_\_, 2014.

SIGNED:

BY: \_\_\_\_\_  
William Lembach, President

STATE OF FLORIDA        )  
COUNTY OF ST. LUCIE    )

The undersigned Secretary of the Association who appeared before me and being first duly sworn, deposes and says that this Statement of Corporation Policy effective February 19, 2014 for the Complaint Process was adopted by a majority vote of the Board of Directors of Venture Three, Inc. at a duly authorized meeting, the notice for which, was made as required not less than 48 hours in advance of the day of the meeting, said meeting held on Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_, 2014 on the premises at 10701 S. Ocean Drive, Jensen Beach, County of St. Lucie, Florida 34957.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_, 2014

By: \_\_\_\_\_  
William Tranmer, Secretary

The foregoing Document & Notice of its Approval was acknowledged before me this the \_\_\_\_\_ day of \_\_\_\_\_, 2014 by William Tranmer, the Secretary of Venture Three, Inc.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_