



KAWELA PLANTATION HOMEOWNERS' ASSOCIATION

Post Office Box 28, Kaunakakai, Hawaii 96748

Phone: (808) 553-4223 Fax: (808) 553-3996 Email: KPHA.admin@kawelapha.com

Website: kawelapha.com

COMPLAINT FORM

Name of person making complaint _____

Address: _____ Contact Number: _____ Email: _____

See page two for Complaint Form Procedure. Complaint is to include:

- Description of complaint
- Date & Time of complaint (if known)
- DC&R, By-Law or Design Rule
- Supporting documentation, e.g., Police Report
- Form must be filled out completely
- Attach additional documents as applicable

Provide the following:

Description of complaint: _____

Provide the DC&R, By-Law or Design violation rule(s) section(s): _____

Photos included (if applicable): _____ Supporting documentation included (if applicable): _____

Submit in person at office, by mail, email or fax to:
Kawela Plantation Homeowners' Association office at: PO Box 28, Kaunakakai, HI 96748
Email: KPHA.admin@kawelapha.com
Fax: (808) 553-3996
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**Office Use Only:**

Complaint received by: \_\_\_\_\_ Date Received: \_\_\_\_\_

Result of investigation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Response to complainant \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date complainant was contacted with the results of the investigation and action taken: \_\_\_\_\_

Name/Signature of person investigating complaint \_\_\_\_\_



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### **Complaint Form Procedure**

#### **(Applied to all areas under management of the Association)**

1. Complaint to be filed with office, with description of alleged violation, accompanying photos or documentation and date/time of alleged violation.
2. Complaint will be reviewed by the General Manager and referred to the Board of Directors. Note: If complaint is against the Board of Directors, the Board President or a designated board member will prepare a response to the complaint and contact the complainant to determine the appropriate course of action, which may include third-party mediation, and proceed as mutually agreed upon.
3. At next scheduled Board of Directors meeting, board will discuss complaint and determine whether it is / is not a violation of DC&R, By-Laws, Design Committee Rules as alleged, along with actions to be taken.
4. If determined not to be a violation, the General Manager, the Board President or a delegate, will contact the complainant and communicate the decision and rationale for decision. The complainant may appeal by submitting a second complaint.
5. If determined to be a violation, the General Manager, Board President, or a designated board member, will contact the violator in the most expedient manner possible, e.g., a phone call, email, followed by a letter notifying them of the following:
  - a. The Board has reviewed the complaint and determined that the complaint is a violation of KPHA rules.
  - b. The Board requests a written response from the violator regarding the violation, within five (5) business days of receipt of notice of violation.
  - c. After review of the violator's response, the board will determine disposition of the violation, which may include fines and/or penalties, in accordance with current KPHA DC&R, By-Laws, Design Committee Rules.
  - d. The General Manager, Board President or a designated board member, will send the violator a letter stating as applicable:
    - A copy of the current rules (DC&R, By-Laws, Design Committee Rules) identifying the specific violations
    - Description of penalty, e.g., Amount of fine, Duration of revoked privileges, actions to be taken, etc.
6. Upon satisfaction of the complaint, (including payment of fines, acknowledgement of penalties, etc.) as determined by the General Manager, Board President or a designated board member, the Complaint will be closed and filed with the records of the Association.