

**Luna Plantation Property Owners Association
BOD Acknowledgement of Complaint**

Date:

To:

This is to let you know that your complaint is being processed. A courtesy letter has been sent to the property owners at _____ regarding your complaint about _____.

If there are no signs that the problem is being resolved or you don't hear from LPPOA within 14 days, please notify _____ at _____.

If the issue has not been satisfactorily resolved, the next step would be for the Board of Directors to initiate a formal objective investigation. Our goal is to resolve the issue in accordance with our established policies, procedures, and bylaws.