

DIXIE SPRINGS ARCHITECTURAL CONTROL COMMITTEE (ACC)  
PROCEDURE FOR SUBMISSION OF COMPLAINTS

The purpose of this Complaint Submission Procedure is to ensure that all complaints contain sufficient information to allow the ACC to verify the complaint and gain the clearest understanding of the problem.

When submitting a complaint, it is highly recommended that you provide your contact information. This will enable us to contact you if more information is needed and provide appropriate updates to you. ACC members may not divulge the parties to any complaint to any person. Your identity will be kept entirely confidential during and after the complaint resolution process.

Your ACC is a volunteer group of three to seven members who serve our community of almost 1400 owners. At times priorities may have to be observed to handle the work load. We will strive to resolve problems as quickly as possible.

You will be notified within 10 business days after receipt of your complaint. We will also provide to you if/when appropriate, information that the ACC may release in regard to the complaint or resolution.

When submitting a complaint, please provide us with the following information

- 1) Address of the property about which the situation or complaint is being made.
- 2) A description of the problem or situation and how it directly affects you as a neighbor.
- 3) Provide your name, address and telephone or email address so we may contact you regarding the issue and provide you with follow-up information. To maintain your privacy, we will not come to your residence without prior permission.

Please send us your complaint either by email to: [acc@dixiespringsacc.org](mailto:acc@dixiespringsacc.org)

Or; by U.S. mail to: P.O. Box 358 Hurricane, Utah 84737