

Formal Complaint Instructions

NOTE: No complaint will be documented or considered until this form is completed and turned into the property management office.

- Fill out the formal complaint form, attaching supporting documents if available.
- Management will determine if the complaint does constitute a valid lease violation.
- Management will issue a notice to offending tenant that they have a complaint against them. The complainant's identity will not be revealed to the offending tenant.
- The offending tenant will have 5 business days to respond to the complaint.
- If the offending tenant does not respond within 5 business days, a formal lease violation will be issued to the offending tenant.
- If the offending tenant does respond to the complaint denying or disputing the complaint, management will determine a course of action that could include, but is not limited to, dismissal of complaint or issuance of lease violation.

Dear Tenants,

Before filing a complaint, please consider talking to the tenants that you are having the issue with. Trying to deal with neighbor issues in a positive and proactive manner is always best. Please try to remain calm. For situations where you feel threatened or in danger, or when a crime has occurred please call the police. For noise complaints, please call the police between the hours of 10:00 p.m. and 6:00 a.m. If you feel your only course of action is to file a formal complaint, please fill out the form below in detail and turn it in to the property management office.

KLO Global, LLC Rabbitbrush Run Apartments	FORMAL COMPLAINT FORM		
Section I – Complainant's Information. Please Print			
Complainant's Name (<i>last, first, MI</i>)			Apartment Number
Date & Time of Offense:		Location of Offense:	
Offender's Name & Apartment Number (<i>if known</i>):			
Description of Complaint/Offense: <i>Please provide detailed information regarding the nature of the complaint/offense, i.e., who, what, where, what happened. (Use reverse or additional sheets if necessary). Any evidence (i.e., police reports, etc.) may be included with this complaint form or via info@rabbitbrushrun.com if pictures or video.</i>			
Complainant's Signature			Date:
Section II – Property Management Office Action			
Date & Time Complaint Received:		Management Personnel Assigned:	
Action Taken (<i>i.e., contacted complainant/offender, dismissed, etc.</i>):		Offender Response: <input type="checkbox"/> Yes <input type="checkbox"/> No Date:	
		Violation Issued: <input type="checkbox"/> Yes <input type="checkbox"/> No Date:	