



Illinois Department of Financial and
Professional Regulation
Bryan A. Schneider, Secretary

NEWS

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IDFPR Publishes Condominium and Common Interest Community Complaint Resolution Policy Templates

New resources available at www.idfpr.com/CCICO

SPRINGFIELD - The Illinois Department of Financial and Professional Regulation (“IDFPR”) Division of Real Estate (“DRE”) recently published an Association Complaint Procedure and an Association Complaint Form.

The Form serves as examples of how a condominium or common interest community association may choose to comply with the soon-to-be effective requirement that they have such a policy for resolving disputes. The documents are a time-saving resource for condominium and common interest community boards which will assist them in providing unit owners with a clear and understandable process for bringing disputes to the attention of their boards.

The sample Association Complaint Procedure and sample Complaint Form may be found on and downloaded from the Ombudsperson’s website at www.IDFPR.com/CCICO under the “Publications” tab.

“The sample complaint resolution policy and complaint forms are intended to assist associations in complying with the Act’s requirements,” said IDFPR Secretary Bryan A. Schneider. “The Department wants to empower associations so they can function responsively and serve the interests of their owners, who now will have a clear roadmap for seeking to resolve disputes with their associations.

The Condominium and Common Interest Community Ombudsperson is not responsible for enforcing any laws or regulations, including the regulation or registration of condominium and common interest community associations. The sample Procedure and Complaint Form represent one approach an association may take. Neither IDFPR nor the Ombudsperson will review Complaint Policies or Complaint Forms adopted by associations and neither IDFPR nor the Ombudsperson has the authority to compel associations to adopt a written policy for resolving complaints required by the Act.

Illinois' Condominium and Common Interest Community Ombudsperson Act (765 ILCS 615/1) requires that the majority of Illinois condominium and common interest community associations adopt a written policy for resolving complaints made by unit owners no later than January 1, 2019.

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