



Tenant-Based Rental Voucher Program Grievance Procedure

POLICY STATEMENT: It is the policy of the Regional Housing Partnership, LLC to offer a means of resolution for individuals, organizations, and groups who may have a complaint to file about the operation of the Regional Housing Partnership, LLC to distribute the grievance procedures to all individuals, organizations, and groups that provide services through its programs.

DEFINITION: For the purposes of this policy, a grievance is a request for a review of an action or decision by the Regional Housing Partnership, LLC or its representatives, for which an individual, organization or group believes that they have been adversely affected and is based upon a misunderstanding or misapplication of Regional Housing Partnership, LLC policy or procedures.

PURPOSE: The purpose of this policy is to provide clear procedures to follow in the resolution of complaints filed by an individual, organization or group about the operation of the Regional Housing Partnership, LLC programs, its policies or procedures.

PROCEDURE: All complaints should be addressed within the time frames noted. The following steps should be followed with emphasis given to resolving the complaint at the lowest possible level in the shortest period of time.

- 1) The complaint should be presented, in writing, to the Regional Housing Partnership, LLC staff person managing the program to which the complaint refers. The identified staff member should notify their supervisor and provide a response within five working days of receipt of the complaint. All effort should be made to resolve the complaint at this level. The staff member or supervisor should inform the Regional Housing Partnership, LLC Housing Director of the complaint and steps taken to resolve it.
- 2) If the complaint is not resolved at step 1, then the written complaint should be presented, within five working days, to the Regional Housing Partnership, LLC Housing Director. The Housing Director should respond, in writing, within five working days of the receipt of the written complaint.
- 3) If the complaint is not resolved at step 2, the a written appeal will be submitted, within five working days, to the Regional Housing Partnership, LLC Board of Managers and the appropriate program committee chair. The Housing Director should immediately inform the Board Chair, in writing, of all steps taken to resolve the complaint. The Board should respond to the appeal, in writing, within sixty days of receipt of the appeal.