

HHDC Grievance Policy

A grievance is defined as any dispute that a tenant may have with a HHDC act or failure to act in accordance with the lease or applicable regulations that adversely affects the individual tenant's rights, duties, welfare, or status. The grievance procedure is applicable only to individual tenant issues relating to HHDC. The grievance procedure is not to be used as a forum for initiating policy changes of HHDC.

This grievance procedure shall be applicable to all individual grievances between a tenant and HHDC except:

- A. Grievances between tenants not involving HHDC; or
- B. Class Grievances (the grievance procedure is not intended as a forum for initiating or negotiation policy changes with the HHDC); or
- C. Any nuisance activity that threatens the health, safety, or right to peaceful enjoyment of the HHDC's building units by other residents or employees of HHDC; or
- D. Any violent or drug related criminal activity on or off such premises; or
- E. Any grievance that is not filed and maintained in accordance with this grievance procedure.
- F. Any issue that has been previously decided in another proceeding; or
- G. Any grievance that a tenant has previously submitted to a court of law for resolution, or
- H. Any grievance that a tenant submits to a court of law before rendering of a decision by HHDC staff.

Any grievance MUST be personally presented, either orally or in writing, to the HHDC Administrative Office within ten days after the grievous event. (HHDC will make reasonable accommodations for persons with disabilities throughout the grievance process.) For this purpose, the Complainant may use (but is not required to use) Form "A," a copy of which is attached at the end of this Procedure. Copies of this form shall be furnished to any Tenant upon request. The Complainant shall retain a date-stamped copy of the grievance when filed. HHDC representative shall provide the Complainant with written acknowledgment of receipt of the grievance. Such acknowledgment shall include the name and signature of the person who has received the grievance and the date of such receipt.

As soon as the grievance is received, it shall be reviewed by the Executive Director and if none of the above exclusions apply, the Complainant shall be contacted to arrange a mutually convenient time within ten working days to meet so that the grievance may be discussed informally and settled without a hearing, if possible. At the informal meeting, the Complainant shall present the grievance and the Executive Director or designee shall attempt to settle the grievance to the satisfaction of both parties.

Within five working days following the informal discussion, HHDC staff shall prepare and hand-deliver or mail to the Complainant a summary of the informal meeting. Said summary must specify the names of the participants, the date of the meeting, the proposed disposition of the complaint and the specific reasons therefore, and the procedures by which a formal hearing under this Section may be obtained if the Complainant is not satisfied..

A request for and attendance at an informal meeting is required before a formal grievance hearing will be scheduled

If the Complainant is dissatisfied with the settlement arrived at in the informal meeting, the Complainant must submit a written request for a hearing to a committee of the HHDC Board of Directors five working days after the summary of the informal hearing is received. For this purpose, the Complainant may use (but is not required to use) Form "b," a copy of which is attached at the end of this Procedure.

The written request shall a formal hearing will specify:

1. The reasons for the grievance;
2. The action or relief sought from the HHDC Board of Directors; and
3. Several dates and times in the following month when the Complainant can attend a grievance hearing.

If the Complainant requests a hearing in a timely manner, HHDC staff shall then schedule a hearing on the grievance at the earliest time possible for the Complainant and HHDC Board members.

If the Complainant fails to request a hearing within five working days after receiving the summary of the informal meeting, HHDC's decision that was rendered at the informal meeting becomes final and HHDC is not obligated to offer the Complainant a formal hearing.

When a Complainant submits a timely request for a grievance hearing, HHDC staff will immediately contact the HHDC Board Chair to schedule the hearing as soon as possible on one of the dates and times indicated by the Complainant. When the members can agree on a date and time for the hearing, the Complainant will be so notified.

Complainants must be afforded a fair hearing.

At the Formal meeting, the Complainant shall present the grievance and the Board committee will take information from both sides regarding the grievance. At the conclusion of the meeting the board committee can either render a decision there or shall prepare a written decision containing the reasons for the decision within three working days.

REQUEST FOR INFORMAL HEARING

I, the undersigned, hereby request A FORMAL meeting WITH A COMMITTEE OF THE HHDC BOARD OF DIRECTORS to discuss the following complaint:

1. CAUSE OF COMPLAINT: (Specify grounds upon which grievance is based.)

2. ACTION REQUESTED:

I am available for this meeting on the following dates and times:

Date: _____ Time: _____ am/pm Date: _____ Time: _____ am/pm;

Date: _____ Time: _____ am/pm Date: _____ Time: _____ am/pm;

Date: _____ Time: _____ am/pm Date: _____ Time: _____ am/pm;

COMPLAINANT: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

COMPLAINANT'S REPRESENTATIVE, if any: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

Distribution: Original

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Date: _____ Time: _____ am/pm Date: _____ Time: _____ am/pm;

COMPLAINANT: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

COMPLAINANT'S REPRESENTATIVE, if any: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

Distribution: Original