



Resident Grievance Policy/Procedures

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Revision Approvals Required:

Revision History

Revision	Description	Date	Approved By
A	Initial Release	5/23/2012	Board

Resident Grievance Policy/Procedures

In an effort to allow residents the opportunity to voice concerns, complaints and suggestions, the Housing Authority of the City of Loveland (HACOL) will abide by the following Grievance Hearing Procedures. All hearings are at the request of applicant/resident and must be made in writing. The Housing Authority will respond within 10 business days to written requests in writing by mailing out information as to the date, time and place of requested hearing.

First Hearing

Both applicants and residents have the opportunity to request and attend an Informal Grievance Hearing. The applicant/resident must request this hearing in writing and submit to the Housing Authority Administrative Office. HACOL will schedule a hearing and provide the resident with an opportunity to present concerns, complaints, and suggestions to a hearing officer (in most cases- HACOL management staff). Residents/applicants are always allowed as many witnesses, support persons, etc. that they deem necessary to attend. The informal hearing officer is then given 10 working days to respond to the concern in writing. The informal hearing officer will forward the written response to both the resident/applicant and the HACOL staff.

Second Hearing

Both applicants and residents are offered the opportunity to a formal hearing. This is an additional hearing to the process which brings in an independent third party officer who is not in a staff position of the Housing Authority. This hearing is scheduled within 10 business days of receipt of the written request which is submitted by the applicant/resident. The hearing officer responds and directs their opinion in writing to both parties within a 14 calendar day period after the hearing. Written response is mailed directly to the complainant and HACOL.

Third Hearing

A third hearing may be held if deemed necessary by HACOL to avoid a court action. HACOL will involve legal representation for these hearings for Housing Authority representation. These hearings are held at the discretion of HACOL. Resident/applicant involvement is voluntary. Response will be written and mailed out within a 20 business day time period. Written response will be mailed to the complainant and HACOL.