

CHICO RANCHERIA HOUSING CORPORATION

Grievance Policy

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I. **PURPOSE**

Chico Rancheria Housing Corporation recognizes the fact that not all applicants or participants in the programs provided will be satisfied with determinations made by the Corporation. The purpose of this policy is to clearly outline the steps for those having a grievance with Chico Rancheria Housing Corporation and for Chico Rancheria Housing Corporation employees to take action once a grievance has been made.

II. **POLICY**

A. **Definitions**

1. **Grievance** - any dispute which a tenant may have with respect to CRHC’s action or failure to act in accordance with the individual tenant’s lease or CRHC regulations which adversely affect the individual tenant’s rights, duties, welfare or status.
2. **Complainant** - any tenant or applicant whose grievance is presented to the Corporation.
3. **Hearing Officer** - the Hearing Officer is the President of the Board of Directors, unless absent or not impartial. The Hearing Officer oversees the hearing of grievances and the rendering of a decision with respect thereto.
4. **Hearing Panel** - an impartial panel that consists of members of the Chico Rancheria Housing Corporation Board of Directors to hear grievances and render a decision with respect thereto.
5. **Client** - an adult person (or persons) requesting or receiving CRHC assistance.
6. **Home Owner** - Person whose name appears on the deed of the home.

B. Applicant/General Grievances

Should the Executive Director deny any application, the applicant may appeal the decision by filing a written notice with the Board of Directors within ten (10) working days following the mailing of notice of denial. The applicant shall be entitled to be present at a meeting of the Board of Directors and shall have the right to present oral or written communication with regard to the reconsideration. The decision of the Board of Directors shall be considered final.

1. Grievance Requests must be signed and can be mailed in or brought to the Chico Rancheria Housing Corporation office.
2. The grievance is date stamped when received, initialed by CRHC staff, & a copy given to the complainant.
3. Chico Rancheria Housing Corporation staff will give the complainant the day and time of the next Regular Board of Directors meeting, and shall make arrangements to schedule the complainant on the agenda.
4. After such notification, it is the complainant's responsibility to attend the meeting. The complainant is permitted to bring any documentation, witnesses, or legal council that may assist them during the hearing.
5. The Board of Directors will be the hearing panel to hear both sides of the complaint.
6. The complainant may not discuss the grievance with any Board members or any Board members' families until the grievance has been resolved. This is so the Board can remain an impartial panel.
7. The complainant will be notified in writing of the Board's decision within fourteen days of that decision.

C. Tenant Grievances

If a tenant disagrees with an action taken by Chico Rancheria Housing Corporation or feels that a staff member has conducted themselves unethically, they may file a grievance with the Board of Directors within ten (10) working days of the action. The tenant shall be entitled to be present at a Regular meeting of the Board of Directors and shall have the right to present oral or written communication with regard to the dispute. The decision of the Board of Directors shall be considered final.

1. Grievance Requests/Complaints must be signed and can be mailed in or brought to the Chico Rancheria Housing Corporation office.
2. The grievance is date stamped when received, initialed by CRHC staff, & a copy given to the complainant.
3. Chico Rancheria Housing Corporation staff will give the complainant the day and time of the next Regular Board of Directors meeting, and shall make arrangements to schedule the complainant on the agenda.
4. After such notification, it is the complainant's responsibility to attend the meeting. The complainant is permitted to bring any documentation, witnesses, or legal council that may assist them during the hearing.

5. The Board of Directors will be the hearing panel to hear both sides of the grievance.
6. The complainant may not discuss the grievance with any Board members or any Board members' families until the grievance has been resolved. This is so the Board can remain an impartial panel.
7. The complainant will be notified in writing of the Board's decision within fourteen days of that decision.

III. PROCEDURES

A. Grievance Acceptance Procedures

1. Once a signed grievance is given to a staff member, it is to be date stamped and initialed by the staff member.
2. If a grievance is received through the mail, staff will send a letter to the complainant with the meeting information.
3. If there are less than seven days before the next meeting, staff will mail a letter to the complainant with the meeting information; but also make every effort to contact the complainant by telephone.
4. If the complainant brought the grievance in person, staff will inform them of the date and time of the next Board meeting.
5. Staff will document anything the complainant says in regards to the grievance.
6. Staff members are not authorized to discuss the issue at hand once a written grievance has been submitted for Board review.
7. Staff will make a copy of the grievance for the complainant's file and put the original in the Grievance binder.
8. The Executive Director will add the Grievance Hearing to the agenda of the next Regular Board meeting.
9. The Executive Director will review the grievance and determine what, if any documents are required for the Grievance Hearing.
10. Within fourteen (14) days after the Board of Directors has made a decision, notify the complainant in writing of the outcome. Board Decisions are final. A copy of the notification will be placed in the Grievance binder and the complainant's file.