

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** - a person selected in accordance with the regulations to hear grievances and render 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/Complaints must be signed and can be mailed in or brought to the Chico Rancheria Housing Corporation office.
2. The complaint is time date stamped received, initialed & a copy given to the complainant.
3. Chico Rancheria Housing Corporation staff will schedule a Special Grievance Hearing within ten days of receiving request for a grievance hearing.
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. 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.
3. After such notification, it is the complainant's responsibility to attend the meeting.
4. The Board of Directors will be the hearing panel to hear both sides of the complaint.
5. 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.

6. The complainant will be notified in writing of the Board's decision within fourteen days of that decision.

D. Employee Grievances

Employees of Chico Rancheria Housing Corporation that have grievances against another staff member, their supervisor or a Tribal member shall refer to pages 23 - 26 of the Personnel Policy for the proper grievance procedures.

III. PROCEDURES

A. Grievance Acceptance Procedures

1. Once a signed grievance/complaint is given to a staff member, it must be date stamped with the employee's initials.
2. If a complaint is received through the mail, send a letter to the complainant with the meeting information.
3. If there is less than seven days before the next meeting, 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 complaint in person, inform them of the date and time of the next Board meeting.
5. Document anything the complainant says in regards to the complaint.
6. Staff members are not authorized to discuss the issue at hand once a written grievance/complaint has been submitted for Board review.
7. Make a copy of the complaint for the complainant's file.
8. Give the Executive Director the original complaint so that the grievance can be added to the agenda of the next Regular Board meeting.
9. The Executive Director will review the complaint 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.
11. Update all necessary files.