



IT IS THE POLICY TO INVITE APPLICANTS/TENANTS TO FILE REPORTS, COMPLAINTS, GRIEVANCES, AND APPEALS AND THAT THEY ARE HANDLED IN A FAIR, PROMPT, AND IN A PROFESSIONAL MANNER

APPEAL STAGES:

- Denials** → **Building Management (On-Site)**
- First Appeal** → **Compliance Staff (Impartial Member of CCH)**
- Further Appeals** → **File Grievance (See below)**

COMPLAINT STAGES:

- First Level Resolution** → **Building Management (On-Site)**
- Second Level Resolution** → **Portfolio Manager (Oversight of On-Site)**
- Third Level Resolution** → **File Grievance (See 2nd Page)**

GRIEVANCES:

- First Level Resolution** → **Portfolio Manager (Oversight of On-Site)**
If Portfolio Manager has already Responded or was involved, will go to Associate Director of Property Management for an Informal Hearing.
- Second Level Resolution** → **Compliance Staff (Impartial Member of CCH)**
*Can be Informal or Formal Hearing
 PHA Properties will get Formal Hearing Officer*
- Third Level Resolution** → **Director of Property Management**
- Final Decision Contact** → **Chief Operating Officer**
CCH Executive with oversight of Property Management Department

APPEAL FACTS

A _____
Property Name **Full Name** **Contact Info**

B **Dates:** _____
Date of Appeal (Today's Date) *Date of Denial*

C **YES** **NO** Is this your first time appealing to Compliance?

D Reason for Denial:
 Failure to Respond Criminal History Over Income Limit
 Under Minimum Income Denied Adding Occupant
 Denied Reasonable Accommodation/Modification
 Denied for Other: _____

E Please provide the reason your appeal should be granted and attach any document to support your request:

F Select how you would like the above concern(s) addressed:
 Review/Contact in Writing Review/Schedule Tele Meeting
 Review/Schedule In-Person Meeting