



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

