



Grievance and Informal Hearing Notice

Grievance:

As a client of Housing Connect, you have the right to file a Grievance when you have a complaint or believe a decision or action taken by Housing Connect may have been made unjustifiably, is wrong, or is unfair. You may file a grievance at any time regarding any Housing Connect program or staff member.

To file a Grievance you may do one of the following:

- Submit a written statement of the grievance to any Housing Connect staff member or office
- Email a statement of the grievance to info@housingconnect.org or any staff member
- Contact a staff member directly at www.housingconnect.org/contact/

Once the Grievance has been received it will be reviewed and a written response of action or determination will be provided within 30 days matching the method used to file the grievance.

Informal Hearings:

Informal Hearings are offered to you as a program participant for certain decisions that Housing Connect may make that affect your housing assistance. The purpose of the Informal Hearing is to ensure that program regulations and policies have been followed properly.

You have the right to an Informal Hearing for the following reasons:

- Termination of assistance
- The amount of income, income adjustments and/or deductions utilized to determine your rent portion
- The utility allowance for your unit
- The allowable unit size under the subsidy standards

How to Request an Informal Hearing:

- A notice/letter is sent to you explaining your right to request a hearing when changes to your housing occur
- A written request for an Informal Hearing must be made within 10 business days of the notice/letter
- Within 10 business days of the receipt of your request, you will be notified of your scheduled hearing date and time

What to Expect in an Informal Hearing:

- An Informal Hearing gives you the opportunity to dispute the change or action that has occurred to your housing
- A Hearing Officer will manage the proceedings to ensure that the hearing is conducted in a professional manner and all parties adhere to the established guidelines and conduct
- Be prepared to provide testimony, documentation, or other evidence to demonstrate your point of view
- You may bring witnesses, counsel (at your own expense), or other representation

More information on the Grievance and Informal Hearing Policy is available upon request, and can be found on our website at www.HousingConnect.org

