

HOUSING AUTHORITY OF THE CITY OF STERLING, COLORADO

Complaint/Grievance Process and Form

Guidelines for processing public complaints/grievances:

From time-to-time situations may occur that create legitimate complaints and/or grievances on the part of tenants, the public, or constituents relative to the Housing Authority of the City of Sterling, Colorado. Complaints and/or grievances must be aired so all sides of the issue may be heard, and a rational procedure/solution be found.

Anyone who has a complaint and/or grievance, therefore, is encouraged to file a complaint and/or grievance. Forms may be picked up at the Leasing Office. All complaint and/or grievance forms must be signed by the person originating the complaint and/or grievance. The nature of the complaint and/or grievance should be stated as well as the relief sought.

The step-by-step process for tenants, the public or constituents relative to the Housing Authority of the City of Sterling, Colorado to file a complaint and/or grievance is as follows:

1. Formal Process—The formal process begins with the person filing the complaint and/or grievance. He/she prepares a written statement containing his/her name, address, and telephone number; the condition, situation, or individual being complained/grieved about and why; and the requested remedy. The form should be signed, dated, and filed with the individual closest to the complaint/grievance.
2. If the complainant (person complaining) is not satisfied with the decision at the first level, he/she may present the complaint to the executive director (in writing) and expect a response within five (5) days from the date it was presented to the executive director.
3. If the complainant is not satisfied with the decision of the executive director, he/she may submit a copy of the complaint and/or grievance to the Housing Authority of the City of Sterling, Colorado board of directors within ten (10) days of receiving the executive director's disposition.
4. Within twenty (20) days, the board of directors will have conducted a hearing, from which it has gathered enough testimony and/or other pertinent information on which to base its decision. Once able to reach a majority decision, it will do so in writing to the complainant. This decision is final.

Head of Household

Date

Landlord

Date

**HOUSING AUTHORITY OF
THE CITY OF STERLING, COLORADO**

OFFICIAL COMPLAINT/GRIEVANCE FORM

Date of Complaint/grievance: _____

Name of person filing complaint/grievance: _____

Address of person filing complaint/grievance: _____

Telephone number of person filing complaint/grievance: _____

Explain the nature of the complaint/grievance and who it is against: _____

Explain the requested remedy you wish to achieve through this process: _____

Tenant Signature: _____