

GRIEVANCE POLICY

TE-MOAK HOUSING AUTHORITY

I. Introduction

- A. These rules are designed to serve as:
1. A guide for the Te-Moak Housing Authority (TMHA) to use in affording the rights of due process for grievances.
 2. A document, which provides for consistent, equitable, and uniform treatment of renters and homebuyers.
 3. A basis for decision-making by the TMHA staff.
- B. Application of Rules
1. These rules are applicable to all TMHA renters and homebuyers.

II. Procedures For A Grievance

- A. A grievance shall be submitted to the Te-Moak Housing Authority office in accordance to the following:
1. The grievance letter shall be hand-delivered or certified mailed to and received by the Te-Moak Housing Authority within (10) working days of the decision that is being grieved. The address is:

Te-Moak Housing Authority
504 Sunset Street
Elko, NV 89801
- The grievance letter shall be stamped with date of receipt.
2. The grievance letter shall be labeled "GRIEVANCE" as the subject.
 3. The grievance shall specify what decision is being grieved and the solution being sought by the renter/homebuyer.
 4. The letter shall specify the reason the decision is being appealed and may have citations attached (i.e. 24 CFR 1000, Mutual Help/Lease Agreements, policies, etc.).

III. Receipt Of A Grievance Letter: Review By Staff Member

- A. When a grievance letter is properly received by the Te-Moak Housing Authority, the staff member who made the decision being grieved shall set a meeting date with the renter/homebuyer to discuss the appeal and attempt a resolve in accordance with the following:
1. The meeting date shall be conducted within ten (10) working days of receipt of the grievance letter.
 2. That if the renter/homebuyer does not timely appear for the meeting, the grievance shall be considered closed.
 3. That if the renter/homebuyer appears for the meeting, he/she and the Staff member will discuss the situation, presenting all material concerning the grievance.
 4. Within five (5) working days of the conclusion of the meeting, the Staff member shall write a letter to the renter/homebuyer re-affirming or reversing the decision being grieved.
 5. If the decision being grieved is reversed, the Staff member shall write a letter to the renter/homebuyer, which will include:
 - a. The reversal and the reasons the decision is being reversed;
 - b. And the steps the Te-Moak Housing Authority will accomplish to rectify the problem.
 6. If the decision being grieved is re-affirmed, the Staff member shall write a letter to the renter/homebuyer, which will include:
 - a. The re-affirmation and the reason(s) the decision is re-affirmed;
 - b. The appeal rights of the renter/homebuyer;
 - c. That there is time limit of five (5) working days for further appeal to the Executive Director if the decision made by Staff member is not satisfactory to the renter/homebuyer;
 - d. And that if an appeal is not timely submitted, the grievance shall be considered closed.

IV. Receipt of Grievance Letter: Review By Executive Director

- A. When an appeal is properly received by the Executive Director, the Executive Director shall schedule a meeting with the staff member who made the decision being grieved and with the renter/homebuyer to discuss the appeal and attempt a resolve. The meeting shall be in accordance with the following:
1. The meeting date shall be conducted within ten (10) working days of receipt of the grievance letter.
 2. That if the renter/homebuyer does not timely appear for the meeting, the grievance shall be considered closed.
 3. That if the renter/homebuyer appears for the meeting, he/she, the staff member, and the Executive Director will discuss and present all material concerning the grievance.
 4. Within five (5) working days of the conclusion of the meeting, the Executive Director shall write a letter to the renter/homebuyer re-affirming or reversing the decision being grieved.
 5. If the decision being grieved is reversed, the Executive Director shall write a letter to the renter/homebuyer, which will include:
 - a. The reversal and the reasons the decision is being reversed;
 - b. And the steps the Te-Moak Housing Authority will accomplish to rectify the problem.
 6. If the decision being grieved is re-affirmed, the Executive Director shall write a letter to the renter/homebuyer, which will include:
 - a. The re-affirmation and the reason(s) the decision is re-affirmed;
 - b. The appeal rights of the renter/homebuyer;
 - c. That there is time limit of five (5) working days for further appeal to the Executive Director if the decision made by staff member is not satisfactory to the renter/homebuyer;
 - d. And that if an appeal is not timely submitted, the grievance shall be considered closed.

V. Receipt of Grievance Letter: Review by Board of Commissioners

When an appeal is properly submitted to the Board of Commissioners, the renter/homebuyer, the staff member who made the decision being grieved, the Executive Director, and the Board of Commissioners shall meet to discuss the appeal and attempt a resolve in accordance to the following:

1. The meeting date shall be conducted at the earliest possible Board of Commissioners meeting.
2. That if the renter/homebuyer does not timely appear for the meeting, the grievance shall be considered closed.
3. If the renter/homebuyer appears for the meeting, all parties shall discuss the situation and present all material concerning the grievance.
4. Within five (5) working days of the conclusion of the meeting, the Board of Commissioners shall make a decision and have the TMHA staff inform the renter/homebuyer of their decision and any other orders of the Board of Commissioners.

VI. Appeal Procedures for New Applicants

Appeal procedures for new applicants will be applicable under Section V. of this policy.

New applicants are limited to and will follow the steps outlined in Section V. of this Grievance Policy.

The above has been approved by the Te-Moak Housing BOC at a meeting held on 01/28/02 with 4 BOC Members present and who voted:

4 for, 0 against, 0 abstained

ATTEST: Kicki Kellowhair

Title: Recording Sec. Date: 02/07/02