



**Property Grievance Policy & Procedure Checklist**  
**Refer to Section 2.14 of the Owner’s Guide and Section 3.20 Of the Tenant Handbook for further details.**

**We strongly encourage you to adopt the ACHP Sample Grievance Policy Template found [here](#).** If the Property decides not to adopt the template, you must have a Grievance Policy containing all of the required information as set out below.

**POLICY**

- The Policy must contain a statement that the Property accepts, reviews, and resolves grievances based on disability. Including, but not limited to grievances based on:
  - claims of disability discrimination
  - lack of accessibility
  - denial of, partial denial of any disability requests
  - delay in responding to any disability related request
  - or any other disability related reason.
- The Policy must include a simple definition of the term “Grievance”.

**NOTICES OF RIGHT TO FILE A GRIEVANCE**

- The policy must state that if the property declines a disability request, including, but not limited to, denial of requests for reasonable accommodations, requests for effective communication, or requests to be placed on a transfer list or waiting list. The policy must state that the Property will provide a written notice before any deadline or adverse action is taken. The notice must include:
  - The name, title, and contact information for the individual who may be contacted regarding the decision and the grievance procedure.
  - A description of the decision made by the Property.
  - The specific reason for the decision.
  - Information on how the individual making the request can view and copy their file and records related to the request.
  - How the individual making the request can arrange a meeting with a manager or supervisor not involved in the decision.
  - The process for requesting the meeting and any related deadlines.
  - How an individual can request reasonable accommodations and effective communication assistance if needed for help with the grievance.
  - The location and contact information of a local legal services agency, a local fair housing organization, and an independent living center.



- The right to also file a grievance with the Los Angeles Housing Department's Accessible Housing Program (AcHP).
- The Policy must state that, if the request for a reasonable accommodation or modification is denied, Appendix 5 (Approval or Denial of a Reasonable Accommodation Request, Including Reasonable Modification and Effective Communication Requests) will be provided.

### **WHO CAN SUBMIT A GRIEVANCE**

- The Policy must include a statement that the Property accepts, reviews, and resolves grievances from any Individual with a Disability or person associated with an Individual who has a Disability, such as a family member, caregiver, or visitor, who:
  - is a current tenant of the Property;
  - has applied for a unit at the Property;
  - has been deterred from applying for such a unit;
  - has visited or attempted to visit such a unit;
  - has participated in or has been deterred from participating in any of the Property's programs, or;
  - Is a representative of an individual covered by the above.

### **HOW TO SUBMIT A GRIEVANCE**

- The Policy must provide for the manner to submit a grievance. The options must include:
  - a form (with notice that the form is not required) (such as the Grievance Form found [here](#))
  - in Person
  - by email
  - by telephone
  - by U.S. Mail

You must provide a receipt for and/or a copy of the grievance form upon request.

- The Policy must provide contact information for the individual who the grievance is submitted to and include:
  - Name:
  - Title:
  - Address:
  - Telephone Number:
  - TTY/TDD Number:
  - Email:



## **RIGHTS IF A GRIEVANCE IS FILED**

- The Policy must notify the individual filing the grievance of their right to:
  - have a meeting with a manager or other supervisor not involved in the decision or action;
  - get reasonable accommodations or auxiliary aids and services for effective communication during the grievance process;
  - review and copy any related records;
  - present evidence, including documents and photographs, and witnesses, at the meeting;
  - have someone help them at the meeting; and
  - receive a written decision within 5 working days after the meeting.

## **PROPERTY ACTIONS AFTER A GRIEVANCE IS FILED**

- The Policy must notify the individual filing the grievance that once the grievance is received the Property will, within ten (10) work days:
  - review the grievance and any supporting information;
  - provide information on how the individual and/or their representative can see and copy their file and any records related to the grievance before the meeting;
  - schedule a meeting between the individual and/or their representative and a manager or supervisor who was not involved in the original decision;
    - At the meeting:
      - the individual can present evidence, including documents, photographs, and witnesses.
      - can bring any person they want to help them or represent them at the meeting.
  - Within five (5) business days after the meeting, the Property will provide a written decision. The decision will include the reason for the decision and describe the evidence relied on in making the decision.

## **ADDITIONAL OPTIONS FOR SUBMITTING A GRIEVANCE**

- The Policy must include a notice of the right to also file a grievance with:
  - the City of Los Angeles Housing Department Accessible Housing Program (AChP);
  - the Los Angeles Department on Disability (DOD) (for disability related issues under the Americans with Disabilities Act (ADA));
  - the U.S. Department of Housing and Urban Development (HUD) (it can investigate complaints under the Fair Housing Act, Section 504 of the



Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA));  
and/or

- the California Civil Rights Department (CRD).
- It must also inform them of their rights to
  - contact an advocacy or legal organization for help (see the resource list in the Tenant Manual posted on the [accesshousingla.org](http://accesshousingla.org) website and available in the Property Management office); and/or
  - take legal action.
- The contact information for filing a grievance with these agencies must be included in the Policy.

### **AVAILABILITY OF REASONABLE ACCOMMODATIONS AND AUXILIARY AIDS AND SERVICES**

- The Policy must include a notice that an individual with a disability may request a Reasonable Accommodation and/or Auxiliary Aids and Services for Effective Communication at any time during the grievance process.
- The Policy must notify individuals with a disability who request any Reasonable Accommodations or Auxiliary Aids and Services, that they can, but don't have to, use the form in Appendix 3, Optional Request Form for Reasonable Accommodations and/or for Auxiliary Aids Pursuant to Effective Communication Policy.

### **CONFIDENTIALITY**

- The Policy must contain information that the Property will keep the grievance confidential, except as required by law.
- The Policy must contain a notice that information involving the grievance will only be shared with staff involved in resolving the grievance.
- The Policy must contain a notice that there may be occasions where the release of information to other people about the grievance is needed to achieve a satisfactory resolution of the issue, and that
- The Policy must contain a statement that the Property will not retaliate or take negative actions for the filing of the grievance.