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## GRIEVANCE POLICY AND FORM

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### Part 1. Grievance Policy

\*A grievance is a complaint to management to ask them to resolve an issue. Grievances are confidential and we will not retaliate or take negative actions towards you if you file a grievance.

#### A. POLICY

It is the policy of [ ] (“Property” or “we”) to accept, review, and resolve grievances based on disability. This includes 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.

#### B. NOTICES OF RIGHT TO FILE A GRIEVANCE

1) We will give you a notice in writing if we deny any disability related request. Some examples of disability related requests include requests for reasonable accommodations, requests for effective communication, or requests to be placed on a transfer list or waiting list.

2) Notices will include:

- a. the name, title, and contact information of an individual who



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you can contact in regard to the decision and the grievance procedure;

b. a description of the decision we made;

c. the specific reasons for the decision:

d. information about how you can view and copy your file and any records related to the grievance;

e. how you can get a meeting with a manager or other supervisor not involved in the decision;

f. the time deadlines and process for requesting the meeting;

g. how you can get reasonable accommodations and effective communication assistance if you need them to help with the grievance;

h. the location and contact information of the local legal services agency, a local fair housing organization, and an independent living center; and

i. Your right to also file a grievance with the Los Angeles Housing Department's Accessible Housing Program (AcHP).

3) If we deny your request for a reasonable accommodation or modification, we will also give you a written response in a form called Appendix 5 (Approval or Denial of a Reasonable Accommodation Request, Including Reasonable Modification and Effective Communication Requests).

4) Notices will be provided before any applicable deadline or adverse action.



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### C. WHO CAN SUBMIT A GRIEVANCE?

Grievances may be submitted by:

- (a) Any Individual with a Disability or person associated with an Individual who has a Disability, such as a family member, caregiver or visitor, who:
  - i. is a current tenant of the Property;
  - ii. has applied for a unit (accessible or otherwise) at the Property;
  - iii. has been deterred from applying for such a unit;
  - iv. has visited or attempted to visit such a unit;
  - v. has participated in or been deterred from participating in any of the Property's programs, or.
- (b) Any representative of an individual covered by (a) above.

### D. HOW DO I SUBMIT A GRIEVANCE?

There are several ways to submit a grievance, but doing so in writing is best. You can use the Grievance Form (Found below at the bottom of this policy on page 8, "Part 2. Grievance Form"), but the form is not required. If submitting a grievance without the Grievance Form, please include all information requested on the form. You can ask for help filling out the Grievance Form.

You can deliver a grievance:

1. in person.
2. by email.
3. by telephone.
4. by U.S. Mail.



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You may ask for a receipt of your grievance and/or a copy of the completed grievance form.

Grievances should be sent to the following:

Name:

Title:

Address:

Telephone Number:

TTY/TDD Number:

Email:

### **E. WHAT RIGHTS DO I HAVE IF I FILE A GRIEVANCE?**

If you file a grievance, you have a right to:

- i) have a meeting with a manager or other supervisor not involved in the decision or action;
- ii) get reasonable accommodations or auxiliary aids and services for effective communication during the grievance process;
- iii) review and copy any related records;
- iv) present evidence, including documents and photographs, and witnesses at the meeting
- v) have someone help you at the meeting; and
- vi) get a written decision within 5 working days after the meeting.



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### F. WHAT HAPPENS AFTER I FILE A GRIEVANCE?

Once we have received your grievance, within ten (10) work days we must:

1. review the grievance and any supporting information;
2. provide information on how you and/or your representative can see and copy your file and any records related to the grievance before the meeting;
3. schedule a meeting between you and/or your representative and a manager or supervisor who was not involved in the original decision.
4. At the meeting:
  - a. You can present evidence, including documents, photographs, and witnesses.
  - b. You can bring any person you want to help you or represent you at the meeting.
5. Within five (5) business days after the meeting, we shall give you a written decision. The decision will include the reason for the decision and describe the evidence we relied on in making the decision.

### G. ADDITIONAL OPTIONS FOR SUBMITTING A GRIEVANCE (contact information for each option listed on the attached page.)

You may also:

1. file a grievance with the City of Los Angeles Housing Department Accessible Housing Program (AcHP);



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2. file a grievance with the Los Angeles Department on Disability (DOD) (for disability related issues under the Americans with Disabilities Act (ADA),
3. file a complaint with 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);
4. file a complaint with the California Civil Rights Department (CRD);
5. 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
6. take legal action.

The contact information for filing a grievance with these agencies is listed in the Attachment below on pages 9 through 10

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

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.

Please let us know if you need any Reasonable Accommodations or Auxiliary Aids and Services in order to file a grievance or participate in the grievance process. (You can, but don't have to, use the form in



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Appendix 3, Optional Request Form for Reasonable Accommodations and/or for Auxiliary Aids Pursuant to Effective Communication Policy).

### I. CONFIDENTIALITY

The Property will keep all information about the grievance confidential, except as required by law. Information will only be shared with staff involved in resolving the grievance.

There may be occasions where release of information to other people about the grievance is needed to achieve a satisfactory resolution of the issue. We will ask you to sign a release if we need to share the information in order to resolve the grievance.



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## GRIEVANCE POLICY AND FORM

### Part 2. Grievance Form

#### A. GENERAL INFORMATION

1. Contact Information for Person Who Has a Grievance:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Preferred Language: \_\_\_\_\_

Preferred Method of Contact, including TTY or other  
format: \_\_\_\_\_

2. If Different, Contact Information For Person Completing Form:

Name: \_\_\_\_\_

Relationship to Individual who has the Grievance: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Preferred Method of Contact, including TTY or other  
format: \_\_\_\_\_

#### B. GRIEVANCE INFORMATION

Please tell us about your grievance. Please include information that may be helpful. If you need more space, use the back of this page or attach more pages. Please attach any related documents.





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### **Attachment – Contact Information for Agencies**

#### **Los Angeles Housing Department Accessible Housing Program (AcHP)**

Website : [accesshousingla.org](http://accesshousingla.org).

Email to the Accessible Housing Program: [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org).

Mail to:

Accessible Housing Program, LAHD

Attention: Settlement Coordinator

221 N. Figueroa St., Suite 1400

Los Angeles, CA 90012

Call: 213-808-8550

#### **City of Los Angeles Department on Disability (DOD)**

Website at <https://disability.lacity.org/>

Call: (213) 202-2764

TTY: (213) 202-3452

Mail to:

201 N. Figueroa St, Suite 100

Los Angeles, CA 90012

#### **U.S. Department of Housing and Urban Development**

File online: For more information see

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/complaint-process](https://www.hud.gov/program_offices/fair_housing_equal_opp/complaint-process)

Call toll-free: (800) 669-9777.

You can print out a form (903.1), complete it, and mail it to:

Office of Fair Housing and Equal Opportunity

Department of Housing and Urban Development



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Room 5204  
451 Seventh St. SW  
Washington, DC 20410-2000

Or contact the LA HUD Field Office:  
300 North Los Angeles Street, Suite 4054  
Los Angeles, CA 90012

Call: (213) 894-8000  
TTY: (213) 894-8133 or California Relay Service at 7-1-1

### California Civil Rights Department.

Get information online at  
<https://calcivilrights.ca.gov/complaintprocess/?content=fileComplaint#fileComplaintBody>

Mail to:

2218 Kausen Drive, Suite 100  
Elk Grove, CA 95758

Using this form:  
<https://calcivilrights.ca.gov/complaintprocess/FileByMail/>

Email: [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov)

Call: 800-884-1684 (voice)

800-700-2320 (TTY) or California Relay Service at 711