

GHA Procedures for addressing Complaints (2-3-2022)

Introduction:

The GHA is dedicated maintaining a healthy relationship with all tenants, staff, and community. We have a Complaints Procedure to ensure all complaints are handled as efficiently and effectively as possible.

You are entitled to make a complaint to us. The following outlines our procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please provide your complaint in writing or email and we'll do our best to cure your problem as soon as possible. For a faster, more effective response please make sure to list all contact information, and a detailed description of your complaint. Please include any dates or documentation you have that support your claim.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide access to the complaints handling process.
- To keep residents informed as to the progress of their complaint and the expected timeframe for resolution.
- Initial response from Department head in 3 business days.

Complaints: (Types)

- **Work Orders.**
- **Lease violations.**
- **Personal property damages.**

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter in writing within 3 business days.
- If your complaint is urgent (ex. plumbing, electrical, unclean drinking water, broken glass, etc.) or where you are receiving Priority Assistance (ex. medical reasons) we will prioritize your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reason for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for any materials and/or labor that is necessary as of result of tenant's actions. For example, we may charge you a fee where your complaint requires us to make repairs as

a direct result of tenant's actions.

- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favor, and you have been charged any fees, we will refund you the full amount of the fees charged within 30 days.

Step One:

If you have a complaint, we urge you to contact the management office in the first instance. Our objective is to resolve the vast majority of inquiries or complaints during your first contact with us.

If your inquiry is not resolved during your initial phone call or through placing a work order and you wish to file a complaint with us, we request you to put your complaint in writing and mail or email it to the concerned department in charge and a copy to the Asst. Director or Executive Director.

Step Two:

Complaints made to the GHA are overseen by an appointed senior staff member. After a complaint is made if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may request for your complaint be reviewed by the asst. executive director or the Executive Director. The executive director or his assistant will review the complaint all documentation and actions taken to resolve the issue and will respond in writing as soon as possible (depending on availability).

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint if it is a lease violation, GHA will refer your complaint to the GHA Board of Director:

GHA BOARD OF COMMISSIONERS

The Greenburgh Housing Authority Board will only review complaints that have not been previously resolved.

They will review complaints to first ensure the GHA followed all steps of the policy have been followed, then conduct their own independent review of the complaint.

They will respond to the tenant within 30 days advising of their findings.