Policy and Procedures
Regarding
Tenant Complaints and Grievances

Policy:

Transitional Resources values the concerns and desires of our tenants and is committed to facilitating the most fair, prompt, and effective resolution of tenant grievances possible in a process free from retaliation against those who raise concerns. Retaliation for filing a grievance is against the law and will not be tolerated. This means you will not be treated unfairly or differently because you have filed a complaint, grievance, or appeal. Interpreter services shall be made available if necessary to assist sensory impaired and/or non-English speaking tenants. Documentation of complaints, grievances, and appeals are confidential. Grievance appeals shall only be reviewed by individuals that did not participate in the original grievance decision and who have appropriate expertise.

Complaint Procedures: The complaint process is the informal process of communicating concerns. We encourage you to discuss any concerns about your housing or housing support services with your housing case manager so that resolution may occur quickly and at the lowest possible level.

1. You may make a complaint verbally or in writing about any matter regarding the housing and housing support services you receive. We will respond as quickly as possible.
2. You may use the complaint and grievance process to express dissatisfaction with actions, such as:
   -a change in rent you do not agree with;
   -a maintenance charge you do not agree with; and
   -a proposed lease termination
3. If the matter is not resolved within 10 business days, we will give you the option of continuing the complaint process or accessing the formal Grievance process (see below). In either case, we will continue to work to resolve your concern as quickly as possible.
4. At any stage in the process, you have the right to be represented by a person of your choosing.
5. If the complaint or grievance involves your housing case manager, there may be times that another staff will be assigned to work with you during this period.
6. Some resources that may be able to help you include:

The City of Seattle Office of Civil Rights
810 Third Avenue, Suite 750
Seattle, WA 98104
(206) 684-4500
www.seattle.gov/civil-rights/

The U.S. Department of Housing and Urban Development
909 First Avenue, Suite 200
Seattle, WA 98104-1000
(206) 220-5170

The Tenants Union of Washington State
5425 B Rainier Ave
Seattle, WA 98118
https://tenantsunion.org
(206)723-0500

Solid Ground
1501 North 45th Street
Seattle, WA 98103
(206) 694-6767
info@solid-ground.org

Or, if you are receiving behavioral health services from the King County Behavioral Health Organization or you are applying for those services, you may request assistance from the King County Ombuds (1-800-790-8049; TDD 206-461-3219). Include your name, birth date, preferred language, and a contact telephone number and or address.

Grievances:

1. We want to resolve your concerns as quickly and informally as possible. However, you may choose to file a formal grievance at any time. In addition, if a complaint is not resolved to your satisfaction you may file a formal grievance.
2. You or your representative must file the grievance in writing. The written statement must include: your name, birth date, a contact telephone number and or address, the nature of the grievance, requested resolution to the grievance, and your signature (or that of your guardian).

3. Grievances may be taken to supervisors of the Agency. The staff person named in your grievance will not participate in accepting, investigating, or deciding the grievance.
4. The grievance will be investigated and resolved within thirty days from the date of receipt.
5. If you are still dissatisfied, you may appeal this decision by sending a signed, dated request for appeal to the Chief Executive Officer within 10 days, except in the case of a 10 day notice for termination of tenancy, a three day notice to pay or vacate, a notice for drug-related criminal activity or other criminal activity that substantially affects the health and safety of other tenants or employees, then the appeal must be presented within (3) business days.
6. You may appeal the Chief Executive Officer's decision to the Board of Directors, through the Board President. A written report of the Board Decision will be made to you within thirty days.
7. **Retaliation for filing a complaint or grievance is against the law and will not be tolerated. If you feel you are being unfairly treated or punished, this may be retaliation.**

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