



**Mission Statement:**

To improve the quality of life of the residents of the Lower 9th Ward.

## LOWER 9<sup>TH</sup> WARD HOMEOWNERSHIP ASSOCIATION

### GRIEVANCE POLICY

#### **Your Right to Complain**

You have a right to complain if you are:

- Told that the Lower 9<sup>th</sup> Ward Homeownership Association (L9WHA) can't help you;
- Not satisfied with the way L9WHA is handling your case;
- Feel that L9WHA has discriminated against you on the basis of race, sex, sexual orientation, gender identity, national origin, handicap, religion, age or any other basis prohibited by law.

#### **How to Complain**

Step 1: If you want to complain, call or write the L9WHA office. You must do this within 10 days of being told we can't help you. Other complaints can be made at any time.

Step 2: Your complaint will be discussed with you by the Housing Advocate who handled your case. If your complaint cannot be resolved by the Housing Advocate, your complaint will be reviewed by the Director of the House the 9 Program. The Director will tell you of his or her decision.

Step 3: If you feel that the Director's decision on your complaint is wrong or unfair, you may ask for the Executive Director to review your complaint. You must ask the Executive Director for this review within 10 days of the Housing Director's decision on your complaint.

The Executive Director will call you within 10 days of the date of your request, or sooner, and will notify you of his or her decision.

Step 4: If you are not satisfied with the Executive Director's decision, you may ask for review by the Board of Directors.

To request this review, you must send a letter to the Executive Director within 10 days of his or her decision. If you need help with the letter, you may call us.

The L9WHA Board of Directors will review your complaint and notify you of their decision. The Board will call you if a hearing is needed.