

## Dighton Housing Authority Complaint/Concern Policy

It is the policy of the Dighton Housing Authority (DHA) to handle all complaints/concerns as follows:

- A. If someone has a complaint/concern put it in writing and give it to the Executive Director.
- B. If you feel the Executive Director has not handled the matter appropriately and the complaint/concern falls under the Grievance Procedure file a Grievance. The Grievance Procedure is posted in the Community Center hall. See the Executive Director for the form you need to file a grievance.
- C. If you feel the Executive Director has not handled the matter appropriately and it did not fall under the Grievance Procedure you may present the situation to the Board of Commissioners of the DHA. To do so put the complaint/concern in writing addressed to the Board of Commissioners of the DHA and submit to the Executive Director. The Executive Director will forward the matter to the Board.

Approved by Board Action at its Tuesday, April 9, 2002 Meeting.