

Section 15.0 COMPLAINTS

The LA will investigate and respond to complaints by participant families, owners, employees, and the general public. All complaints will be documented. The LA may require that complaints other than HQS violations be put in writing.

Anonymous complaints are investigated when the person making the complaint indicates **in writing** the details of the specific allegations.

Categories of Complaints

- **Complaints from families:** If a participant family disagrees with an action or inaction by a representative of the LA or owner, complaints will be referred to the supervisor of the LA representative (unless that is the same person to whom the complaint was lodged against). If a complaint is not resolved, the LA may refer the family to the HCR Statewide Section 8 Program Representative for resolution. The LA will inform HCR (preferably via e-mail transmission) prior to referring applicants or participants to HCR.
- **Complaints from owners:** If an owner disagrees with an action or inaction of the LA or a family, complaints from owners will be referred to the LA office.
- **Complaints from staff:** If an LA staff person reports an owner or family either violating or not complying with program rules, the complaint will be referred to the LA for resolution.
- **Complaints from the General Public:** Complaints or referrals from persons in the community in regard to the LA, a family or an owner will first be referred to the LA. If a complaint is not resolved, it may be referred to the LA's HCR Statewide Section 8 Program Representative for investigation and ultimate resolution.