

## Chart 1: Steps in the Grievance Process

Housing Authority Plans to Take Action Against Tenant

State	Federal
<b>Housing authority sends tenant notice about action it plans to take and right to grievance hearing</b>	
Tenant must file a written grievance or loses right to a hearing.	Tenant must file a written grievance or loses right to a hearing.
<b>Informal conference held (usually with property manager)</b>	
Tenant is encouraged, but not required, to attend informal conference.	Tenant required to attend informal conference but may not be available for some evictions. <sup>45</sup>
If not resolved, housing authority notifies tenant that not resolved and either provides notice on how to request a grievance hearing or provides the grievance hearing date. <sup>46</sup>	Housing authority gives tenant written summary of conference. If not resolved, tenant must file written grievance request (if hasn't already) for hearing. Housing authority notifies tenant of hearing date. <sup>47</sup>
<b>Tenant entitled to review housing authority documents</b>	
<b>Grievance hearing held (before panel or hearing officer)</b>	
<b>Decision issued</b>	
Tenant or housing authority may appeal decision to Housing Authority Board.	Tenant or housing authority may be able to request that a decision be set aside. Process not clear.
If Housing Authority Board significantly changes decision, tenant may appeal to state housing agency (DHCD).  Case may be able to be brought to court.	Tenant cannot appeal decision to state or federal housing agency.  Case may be able to be brought to court.

<sup>45</sup> Depending on the particular grievance procedure, the tenant may lose the right to grievance hearing if they do not go to the informal conference.

<sup>46</sup> Notice may be in a notice of termination

<sup>47</sup> Some housing authorities offer a pre-grievance meeting with a housing authority supervisor to again try to resolve the issue.