

## Chart 2: Steps in the Grievance Process

Tenant Has Problem with Housing Authority

<b>State</b>	<b>Federal</b>
<b>Tenant has a problem with housing authority</b>	
Tenant must file a written grievance or loses right to a hearing.	Tenant can request a grievance hearing verbally or in writing. (Best to do in writing).
<b>Informal conference held</b>	
Tenant is encouraged, but not required, to attend informal conference.	Tenant required to attend informal conference.
If not resolved, housing authority notifies tenant about grievance hearing date.	If not resolved, tenant must file a written grievance request to have a hearing. Housing authority then notifies tenant about hearing date.
<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 or Administrator if there is no Board. <sup>48</sup>	Tenant or housing authority may be able to request that a decision be set aside. Process is not clear. <sup>49</sup>
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>48</sup> Exception where decision authorizes housing authority to go to court for eviction.

<sup>49</sup> See generally *Wojcik v. Lynn Housing Authority*, 66 Mass. App. Ct. 103 (2006).