

## Foothills Housing Network Grievance/Appeal Process

### *What is a grievance?*

A grievance gives you the chance to review the way an agency has handled your application for housing assistance. The grievance is a private, informal meeting or phone call with a representative of the Foothills Housing Network. You may also include anyone you wish to have with you as a witness or to help you tell your story. The case manager who made the decision on your application may also be present.

### Grievance/Appeal Process for Denial of Application or Termination of Assistance:

1. If you have been denied program assistance or if your assistance has been terminated, you have the right to file a grievance. You must initiate the grievance/appeal process **within 10 business days** of the decision.
  - Notify your case manager by phone, in person, or in writing at the address on the 'Notice of Action' letter that you wish to file a grievance.
  - Alternately, you may contact the FHN Project Administrator by phone at (540) 829-7450 or in writing at R-R Regional Commission, c/o FHN Project Administrator, 420 Southridge Parkway, Suite 106, Culpeper, VA 22701.
2. The case manager will review the action taken.
  - If the case manager decides to reverse the action, you will be notified **within five business days**.
  - If the action is upheld, the case manager will automatically forward the grievance request to the FHN Project Administrator, who will make the final determination.
3. The FHN Project Administrator will contact you **within five days** of receiving the grievance request from the case manager. The FHN Project Administrator may request a meeting with you and may consult with the Foothills Housing Network appeals committee at her discretion.
4. You will receive notification of a decision on your grievance **within 15 business days** of your request to file a grievance.
5. All grievances and decisions will be maintained in the project files.