

Stark Metropolitan Housing Authority

Grievance Packet

To: SMHA Public Housing Residents & Section 8 Participants

These forms are to be used as follows:

Step 1 - Request for Informed Settlement of Grievance

- Complete this form and submit it to your Property Manager, Section 8 Reviewer or the SMHA Central Office.
- This **must** be done within **five (5) working days** of the issue that has initiated the complaint. You will receive a written response within five (5) working days.

If you are dissatisfied with the answer provided to you in Step 1, you can proceed to Step 2. You cannot proceed to Step 2 UNTIL Step 1 has been completed.

Step 2 - Request for a Formal Grievance Hearing Form

- Complete this form and submit to your Property Manager, Section 8 Reviewer or the SMHA Central Office along with a copy of the original answer provided to you by SMHA to your complaint from Step 1.
- This request **must** be made within **ten (10) working days** of the answer to Step 1. SMHA will promptly schedule a formal grievance hearing and notify you of the date and time of the hearing in writing.

This process is in accordance with the SMHA Admissions and Continued Occupancy Plan – Grievances and Appeals process and SMHA Section 8 Administrative Plan.