



HABITAT FOR HUMANITY OF OAKLAND COUNTY FAIR HOUSING COMPLAINT PROCEDURE & GRIEVANCE POLICY

The purpose of this policy is to establish a complaint procedure for consistent resolution of conflicts.

Complaints may come from approved or denied applicants/partner homeowners of Habitat for Humanity of Oakland County programs or any other interested parties. Applicants are informed of the written appeal/grievance procedure at the time an application is submitted

Note: All complaints may be sent directly to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD without passing through Habitat for Humanity of Oakland County, if desired (contact information can be found on the 2nd page of this document).

Fair Housing Complaint Procedure and Conflict Resolution Policy:

- 1. Written Contact:** An individual should develop a formal, written complaint. The signed complaint should be delivered to the Director of Partner & Community Programs for Habitat for Humanity of Oakland County, 150 Osmun St., Pontiac, MI 48342. The document should include the nature of the complaint, what steps have already been taken to resolve it, what the desired outcome is, and contact information for all parties involved. Previous communications should be referenced, if applicable.
 - a. Upon receipt of the written complaint, the Director of Partner & Community Programs of Habitat for Humanity of Oakland County will forward a copy of this policy to the individual, so that they are aware of the required procedure.
 - b. The Director of Partner & Community Programs will review and attempt to resolve the complaint, to the agreement of all parties involved.
 - c. This written complaint will be responded to by the Director of Partner & Community Programs within 15 working days of the date of the complaint.
- 2. Review by President/CEO:** If the Director of Partner & Community Programs is unable to resolve the complaint, it will be forwarded to the President/CEO for Habitat for Humanity of Oakland County for review and a recommendation of resolution.
- 3. Review by Board of Directors:** If the President/CEO's recommendation of resolution is not agreed upon by all interested parties, the complaint and all pertinent supporting documentation may, at the discretion of the President/CEO, be forwarded to the Board of Directors for Habitat for Humanity of Oakland County.
 - a. The claimant may choose to appear before the Board or submit a written description (including documentation) to the Board for review.
 - b. The claimant will be notified, in writing, of the review Board's decision within 15 working days of the date of the meeting.

Complaints and issues raised alleging discrimination in housing/housing programs or general grievances are saved in the Fair Housing Complaint & Grievance Log.

Should the above-listed efforts fail to resolve all outstanding issues the complaint, and all pertinent supporting documentation, will be forwarded to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD.

If you believe you are the victim of housing discrimination you can contact the **Michigan Department of Civil Rights** at http://www.michigan.gov/mdcr/0,4613,7-138-42240_43561-153171--.00.html or call their Fair Housing hotline number at 1-800-482-3604.

You may also contact the **U.S. Department of Housing and Urban Development** https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint at or call their Housing Discrimination hotline number at (800) 765-9372.

Michigan Fair Housing agencies:

Fair Housing Center of Metropolitan Detroit 220 Bagley St, #1020 Detroit, MI 48226 (313) 963-1274 (313) 963-4817 fax www.fairhousingdetroit.org	Fair Housing Center of Southeast & Mid Michigan P.O. Box 7825 Ann Arbor, MI 48107 1-877-979-FAIR (3247) fax: 734-340-6598 www.fhcmichigan.org
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RESOURCES:

- Fair Housing Act as Amended (Title VIII)
https://www.hud.gov/program_offices/fair_housing_equal_opp/progdesc/title8
- Frequently asked questions about the Fair Housing Act
<https://www.hud.gov/states/shared/working/r10/fh/questions>
- HUD's Office of Fair Housing and Equal Opportunity
https://www.hud.gov/program_offices/fair_housing_equal_opp
- National Fair Housing Advocate
<http://fairhousing.com/>
- People with Disabilities
<https://www.ada.gov/index.html>
- Accessibility Requirements for Buildings
https://www.hud.gov/program_offices/fair_housing_equal_opp/disabilities/accessibilityR