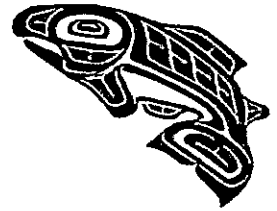




Puyallup Tribal Housing Authority
"A Drug & Alcohol free Housing Program"



Complaint Policy

1. A tenant or homebuyer who has a complaint regarding another tenant may state that complaint (orally, in person or by phone, or in writing) to PTHA staff. If the complaint involves something the PTHA has done or failed to do, the complainant shall follow the grievance procedure contained in Subchapter 9 of the Puyallup Tribal Housing Code. The PTHA staff who received the complaint shall: (1) document the complaint in writing and provide the written complaint to the Housing Director; (2) log the complaint into the complaint file, including the date, time and form of the complaint, either oral or writing; (3) within 10 business days of receiving the complaint, the Director, or his or her designee, shall respond in writing to the complainant; unless the complaint is anonymous; and (4) initiate the process described below.
2. The complaint must be responded to within ten business days after the PTHA receives the complaint. If the complaint cannot be resolved by staff, to the satisfaction of the complainant within ten business days of receiving a written response (unless the complaint is anonymous), the complainant may submit the complaint in writing to the Housing Board of Commissioners (BOC) within five business days.
3. The PTHA staff shall respond as directed by the BOC to the complainant about the complaint within ten business days of receiving direction in writing from the BOC. All decisions made by the BOC will be final and without appeal.
4. All responses, from the PTHA and the BOC shall be in writing and logged into the complaint file with the original complaint.

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