GRIEVANCES AND APPEALS

GRIEVANCES

The Applicant must inform residents of their right to submit grievances, such as relocation assistance determinations, to the Owner and directly to DCA. Grievances may be submitted anonymously via the following options. The following must also be included in all notices:

1. Owner and Relocation Specialist email, phone numbers, and mailing address; and
2. DCA:
   Compliance Portal: http://form.jotform.com/82054715249155
   Telephone Housing Development Compliance: (800) 359-4663
   Email: relocationreview@dca.ga.gov

DCA will confirm receipt of grievance within fifteen (15) business days and will make a determination within thirty (30) days of receiving Owner's response and both parties supporting documentation.

APPEALS

The Owner must inform residents of their right to appeal grievance determinations and provide the appropriate contact information. Residents must be allowed no less than sixty (60) days to file appeals with DCA after receipt of written notification of the Owner's determination. Residents must be permitted to inspect and copy all pertinent material as it relates to their own file and tenancy (to include, but not limited to, any application, lease, written correspondence, lease violation record, etc.), except any document or record which the Owner can show in good faith is classified as confidential. For residents with communication barriers or who otherwise require assistance in preparing an appeal, the Relocation Specialist must provide such assistance directly or through an appropriate third party at no cost to the resident.

Determinations which may be appealed include, but are not limited to:

1. Eligibility for relocation assistance;
2. Amount of relocation assistance offered;
3. Comparability of identified replacement dwelling; or
4. Eligibility to return.

All appeals submitted to DCA must include reference to the Pre-Application or Application ID name and location of the development. DCA will confirm receipt of the appeal request within fifteen (15) days. DCA may request additional information from the Owner or the resident requesting appeal at any stage during the review.

DCA will review appeals and make determinations within thirty (30) days of receipt unless the review process demands more time. A copy of DCA's determination will be sent to the Owner and the resident requesting appeal.

URA and Section **104(d)**: If DCA is unable to make a determination or if DCA's determination is not deemed satisfactory to the tenant requesting appeal, DCA will forward the review or appeal and the complete file to the HUD Regional Specialist for determination of eligibility for HUD review. Those determined ineligible for HUD review will be informed of their right to seek judicial review of DCA's decision.

Direct appeals to DCA, by way of:

Compliance Portal: http://form.jotform.com/82054715249155
Telephone Housing Development Compliance: (800) 359-4663
Email: relocationreview@dca.ga.gov