

## **NJDCA Housing Program Grievance Policy**

The NJDCA Grievance Policy is designed to provide a process that enables eligible individuals to exercise their right to file an informal complaint or a formal grievance with regard to specific policies and procedures and their implementation which will have an “adverse” impact on the tenant’s rights, duties, welfare or program status. The Policy is for resolving disputes between NJDCA clients and NJDCA because of an action that NJDCA did; or that it failed to do under NJDCA’s regulations. It is not for disputes between tenants and landlords, for class grievances, or for dealing with issues between tenant groups and the NJDCA, personal injury, property damage or challenging NJDCA policies.

A grievance concerning a particular act or occurrence must be presented to the local Field Office Supervisor no later than 60 days of the act or occurrence unless the grievant can show that circumstances beyond his/her control prevented filing within that period. Grievance related matters will be addressed first by a member of NJDCA Management (Regional Manager) who will attempt to resolve situation with the client. If the matter cannot be resolved by the Regional Manager, the Department Director or his/her designee will attempt to provide resolution.

If this is not possible, the grievance shall be forwarded to the Quality Assurance Coordinator (QAC) for review and determination. The QAC will conduct any investigation of any complaint communicated to it alleging NJDCA’s noncompliance with its established policies and procedures. The complaint should be submitted by the grievant as soon as possible but no later than 60 calendar days after the alleged violation to:

QA Coordinator  
Department of Community Affairs  
101 South Broad Street  
Trenton, NJ 08625  
609-292-6420

The complaint should be in writing and contain information about the alleged impropriety such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

Within 30 calendar days, the QAC will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of NJDCA and offer options for substantive resolution of the complaint.

If the response by the QAC does not satisfactorily resolve the issue, the complainant may appeal the decision within 30 calendar days after receipt of the response to the NJDCA Commissioner.

Within 30 calendar days after receipt, the NJDCA Commissioner or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the QAC, appeals to the NJDCA Commissioner and responses to these complaints will be retained by the NJDCA for at least four years.