**Please submit comments about the proposed policy by 3/27/2023 to** [**chazzard@brattleborohousing.org**](mailto:chazzard@brattleborohousing.org) **or by calling 802-254-6071**

SUMMARY OF PROPOSED CHANGES TO THE GRIEVANCE POLICY

**CURRENT**

Same for Applicant and Resident/Participant:

* BHP adverse action
* Complainant asks for informal hearing
* Informal Hearing set up
* Administrative Review
  + If resolves issue move on – cancel hearing
  + If doesn’t resolve issue – hold informal hearing
* Informal hearing, internal hearing officer
  + Issue resolved
  + Issue not resolved
* Request formal hearing – hearing officer external
* If not resolved can appeal to court

**PROPOSED**

Applicant (very similar to current)

* Adverse action by BHP
* Request informal hearing – hearing officer internal
* Hearing set up
  + Issue resolved
  + Issue not resolved – request formal hearing
* Request Formal hearing – hearing officer external
  + Issue resolved
  + Issue not resolved – appeal to court

Resident/Participant

* Adverse action by BHP
* Request Hearing – hearing officer internal unless conflict
* Hold hearing
* Issue resolved
* Issue not resolved – appeal is to judicial proceeding