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| Write a Grievance Complaint |

Congratulations {{ users }}! You have finished all the forms you need to Write a Grievance Complaint. The rest of the pages in this packet are your letter to {{ other\_parties }}.

## Next steps

1. Deliver a copy of this letter to {{ other\_parties }}.
2. **Keep a copy for yourself.**
3. If {{ other\_parties }} does not answer your letter within 30 days, come back and complete the [Follow-up interview].

## To send your letter

1. Look over the forms below, one more time. Make sure everything is correct.
2. Deliver a copy of this letter regular first-class mail.
3. You can ask the post office for proof of delivery, but it is not required. It may slow down delivery of your letter.

## What happens after I send the letter?

1. Wait for a reply. If the housing authority is not responding to your request for a grievance in a prompt manner, you may need to take further steps such as sending your original grievance a second time, with a request that the matter be addressed promptly.

## What do I do if {{ other\_parties }} ignores my letter?

1. In both state and federal public housing, before you have a grievance hearing, the housing authority should give you an opportunity to discuss the grievance informally to settle it without the need for a hearing. This is referred to as an informal settlement conference or sometimes as a private conference. This is an important part of the procedure, and many grievances can be resolved this way. The housing authority may not proceed with action against the tenant if it skips this step.

## What happens if {{ other\_parties }} agrees with me?

If the {{ other\_parties }} agrees with you:

1. You will have an informal settlement conference and/or a grievance hearing.

**Read** the response as soon as you get it. If you have questions, [ Your local legal aid] may be able to help you more.

## Learn more

Visit **https://www.masslegalhelp.org/housing-apartments-shelter/public-subsidized-housing/sample-letters-forms-and-worksheets**

or use the QR code below:

