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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 Grievance Complaint document.

## Next steps

1. Deliver a copy of this letter to the Housing Authority
2. **Keep a copy for yourself.**
3. If the housing authority does not answer your letter within 30 days, follow up with the DHCD.

## To send your letter

1. It is a good idea to hand deliver your grievance to either the local management office or the housing authority's main office. Ask the staff person who accepts it to make a copy for you and sign and date-stamp your copy. Signing and date-stamping the copy of your grievance is important because then you will have a record that the grievance was received and the date it was received.
2. If you cannot hand deliver your grievance, you can send it by mail. Ask the post office to send it “return receipt requested.” This will cost more money but it will give you proof that the housing authority received your grievance. You should keep the receipt for your files. This is evidence and could be important later in the process.

## 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 the housing authority 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 the housing authority agrees with me?

If the housing authority 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, MassLegalHelp 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:

