

## **6302      INFORMAL SETTLEMENT OF COMPLAINTS**

6302.1    Within three (3) working days of receipt of the complaint, DCHA shall schedule a conference with the complainant to informally discuss the complaint with the objective of reaching a settlement without a formal hearing.

6302.2    DCHA shall convene the informal settlement conference within ten (10) working days of the date the complaint was filed.

6302.3    If a settlement is reached, within ten (10) working days of the conference, the terms of the settlement shall be put in writing by DCHA, signed by each party, and made a part of the complainant's DCHA file. A copy of the settlement shall be given to the complainant.

6302.4    If a settlement cannot be reached, DCHA shall prepare and serve on the complainant a written answer to the complaint within ten (10) working days of the conference with the complainant. The answer shall specify the following:

- (a)        The DCHA's proposed disposition of the complaint and the specific reasons therefore;
- (b)        The right of the complainant to a hearing, and the procedure for requesting a hearing; and
- (c)        The time allowed to request a hearing.

6302.5    The answer shall be served upon the complainant as follows:

- (a)        Where the complainant is a resident, by personally serving the answer on the complainant or leaving a copy at the dwelling unit with a person of suitable age, or posting on the door of complainant's unit if no one is at home; or
- (b)        Where the complainant is an applicant, by sending the answer by first class mail, postage prepaid, to complainant's address as it appears in the records of DCHA.

SOURCE: Notice of Final Rulemaking published at 33 DCR 7973, 8014 (December 26, 1986); as amended by Notice of Final Rulemaking published at 39 DCR 2291, 2292 (April 3, 1992); and Notice of Final Rulemaking published at 49 DCR 2455 (March 15, 2002).