

8901 CATEGORIES OF COMPLAINTS

8901.1 DCHA will attempt to informally resolve the following types of complaints, including those listed below:

- (a) Complaints from families when the family or applicant disagrees with an action or inaction of DCHA or owner;
- (b) Complaints from an owner when the owner disagrees with an action or inaction of DCHA or a family or applicant; and/or
- (c) Complaints or referrals from persons in the community in regard to DCHA, a family or applicant, or an owner.

8901.2 If the participant or applicant is dissatisfied with the informal determination, the complaint will be referred to the Compliance Division for an informal hearing, except for those determinations described in section 8902.2.

SOURCE: Notice of Final Rulemaking published at 49 DCR 7193 (July 26, 2002).