

Resident Grievance/Concern Process

For any illegal activities, suspicious behaviors, or threats to the safety of yourself or others, please call 911.

Is my issue a grievance or is it a concern?

Concerns are:	Grievances can be classified as:
 Work Order Issues Neighbor complaint Vendor issues (ex pest control services, security guard, janitorial, delivery) Parking Pest Control Requests Exterior Property Issues 	 An incident reported more than two times Issue with a policy Issue with how a policy is applied Issue with Staff Response or Conduct

For **concerns**, please fill out a Resident Comments & Concerns form, or reach out to an onsite staff member on your property.

For grievances, please complete this form.

All grievances should be turned in within thirty (30) days of the incident.

All grievances must move through the following process:

<u>Step 1:</u>

Submit grievance by ONE of the below methods:

- 1. Fill out form online
- 2. Email: <u>grievances@foundcom.org</u> You will receive receipt confirmation.
- 3. Call 512-447-2026 and leave a voicemail
- 4. Submit by mail to:

Foundation Communities 3000 S I-35 STE 300 Austin, TX 78704

<u>Step 2:</u>

Your grievance will be reviewed by a supervisor, and a written response will be provided to you within 10 business days.

<u>Step 3:</u>

If you are unsatisfied with the supervisor's resolution, you may request a director review your grievance. A written response provided to you within 10 business days.

When filing a grievance, **you must give your name, sign the grievance and be available to discuss the issue.** Information disclosed is <u>not confidential</u> and will be shared with relevant staff to resolve the grievance. If you need assistance in completing the form, you may contact any staff person with whom you feel comfortable. **Grievance Form**

Name:

Property Name:

Contact Information (how would you like to be contacted?):
Email
Phone
In writing

Email: Phone Number:

Check the type of Grievance:

Reported incident more than two times

□ Issue with a policy

□ Issue with how a policy is applied

□ Issue with Staff Response or Conduct

Detailed Description of Grievance (Please use the back if more space is needed.)

How would you like your grievance to be resolved? (Note: Your desired outcome is not guaranteed):

Resident Signature: _____ Date:_____

Any resident participating in the grievance process is expressly protected from retaliation. I have read and understand my feedback options and the Grievance Process.