



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?

<p>Concerns are:</p> <ul style="list-style-type: none">• Work Order Issues• Neighbor complaint• Vendor issues (ex pest control services, security guard, janitorial, delivery)• Parking• Pest Control Requests• Exterior Property Issues	<p>Grievances can be classified as:</p> <ul style="list-style-type: none">• An incident reported more than two times• Issue with a policy• Issue with how a policy is applied• Issue with Staff Response or Conduct
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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:

Step 1:

Submit grievance by ONE of the below methods:

1. Fill out form online
2. Email: grievances@foundcom.org 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

Step 2:

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

Step 3:

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 **not confidential** 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.**

