



## 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:

- Work Order Issues
- Neighbor complaint
- Vendor issues (Ex: pest control, janitorial courtesy officer, delivery)
- Parking
- Pest Control Requests
- Exterior Property Issues

#### Grievances can be classified as:

- Issue with a policy
- Issue with how a policy is applied
- Issue with Staff Response or Conduct

For **concerns**, please reach out to an onsite staffperson at your property or fill out a Resident Feedback form on our website at <https://foundcom.org/contact-us/#residentfeedback>.

For **grievances**, please follow the process below.

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

#### Step 1:

Submit grievance by ONE of the below methods:

1. Fill out form online: <https://foundcom.org/housing/resident-grievance-process/>
2. Email your grievance to [grievances@foundcom.org](mailto:grievances@foundcom.org) You will receive receipt confirmation.
3. Call 737-717-4040 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 that a director review your grievance. A written response will be 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.**

