

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 <u>concerns</u>, 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 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.

Grievance Form

Name:	
Property Name & Unit Number:	
Contact Information (how would you like to be contacted?): ☐ Email ☐ Phone ☐ In writing Email:	
Phone Number:	
Check the type of Grievance:	
☐ 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.)	
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How would you like your grievance to be resolved? (Note: Your desired outcome is not guaran	nteed):
Any resident participating in the grievance process is expressly protected from retaliation.	
I have read and understand my feedback options and the Grievance Process.	
Resident Signature Date	