KARUK TRIBE HOUSING AUTHORITY

Grievance Procedure Flowchart

Name: _____

Inform Tenant Relations Officer of complaint within ten (10) business days.
Matter Resolved?

Yes.
STOP

No.
PROCEED

Submit complaint to Assistant Director/Operations Manager within ten (10) business days of Tenant Relations Officer decision.
Matter Resolved?

Yes.
STOP

No.
PROCEED

Submit complaint to Executive Director within ten (10) business days of Assistant Director/Operations Manager decision.
Matter Resolved?

Yes.
STOP

No.
PROCEED

Submit complaint to Board of Commissioners for Hearing within ten (10) business days of Executive Director decision.
Decision of the Commission shall be **FINAL**.