

Fair Housing Complaint Procedure & Conflict Resolution Policy

The purpose of this policy is to establish a complaint procedure for consistent resolution of conflicts. Complaints may come from approved, or denied, applicants for grant funding, Habitat for Humanity affiliates, current or denied partner families, or any other interested parties. Note: All complaints may be sent directly to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD without passing through Habitat for Humanity of Michigan, if desired (contact information can be found on the 2nd page of this document).

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1. **Written Contact:** An individual should develop a formal, written complaint. The signed complaint should be delivered to the Director of Partnership Programs at Habitat for Humanity of Michigan 618 S. Creyts Road, Suite C. Lansing, MI 48917. The document should include the nature of the complaint, what steps have already been taken to resolve it, what the desired outcome is, and contact information for all parties involved. Previous communications, current grant policies, etc. should be referenced, if applicable.
 - a. Upon receipt of the written complaint, the Director of Partnership Programs of Habitat for Humanity of Michigan will forward a copy of this policy to the individual, so that they are aware of the required procedure.
 - b. The Director of Partnership Programs will review and attempt to resolve the complaint, to the agreement of all parties involved.
 - c. This written complaint will be responded to by the Director of Partnership Programs, in writing, within 15 working days of the date of the complaint.
2. **Review By CEO:** If the Director of Partnership Programs is unable to resolve the complaint, it will be forwarded to the CEO of Habitat for Humanity of Michigan for review and a recommendation of resolution.
3. **Review Committee:** If the CEO's recommendation of resolution is not agreed upon by all interested parties, the complaint and all pertinent supporting documentation may, at the discretion of the CEO, be forwarded to a review committee organized by Habitat for Humanity of Michigan. The committee will be comprised of at least three people, none of which are to be directly relevant to the complainant or the grant program. Examples of individuals that may compromise the committee could include staff or board member(s) of Habitat for Humanity of Michigan, a local community representative or affiliate board advisors.
 - a. The claimant may choose to make a presentation or submit a written description (including documentation) to the committee for review.
 - b. The client will be notified, in writing, of the review committee's decision within 15 working days of the date of the hearing.

Should the above-listed efforts fail to resolve all outstanding issues the complaint, and all pertinent supporting documentation, will be forwarded to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD.

If you believe you are the victim of housing discrimination you may contact the Michigan Department of Civil Rights at <http://www.michigan.gov/mdcr/1,1607,7-138-4953-6202--,00.html> or call their Fair Housing hotline number at 1-800-482-3604.

You may also contact the U.S. Department of Housing and Urban Development at <http://www.usdoj.gov/crt/housing/file.htm> or call their Housing Discrimination hotline number at 1-800-669-9777.



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Michigan Fair Housing agencies:

Fair Housing Center of Greater Grand Rapids
1514 wealthy Street, SE, Suite 226
Grand Rapids, MI 49506
(616) 451-2980
(616) 451-2657 fax

Fair Housing Center of Southeastern Michigan
P.O. Box 7825
Ann Arbor, MI 48107
(724) 994-3426
(734) 665-2974 fax

Fair Housing Alliance of Mid-Michigan
209 East Washington, Suite 234
Jackson, MI 48903
(517) 788-4275
(517) 780-4774

Housing Center of Southwest Michigan
323 North Burdick
Kalamazoo, MI 49007
(616) 276-9100
(616) 276-9101

Fair Housing Center of Metropolitan Detroit
1249 Washington Blvd Suite 1312
Detroit, MI 48226
(313) 963-1274
(313) 963-4817 fax

Additional Resources:

- Fair Housing Act as Amended (Title VIII) <http://www.usdoj.gov/crt/housing/title8.htm>
- Frequently asked questions about the Fair Housing Act <http://www.usdoj.gov/crt/housing/faq.htm>
- HUD's Office of Fair Housing and Equal Opportunity
<http://www.hud.gov/offices/fheo/aboutfheo/aboutfheo.cfm>
- National Fair Housing Advocate www.fairhousing.com
- People with Disabilities
 - <http://www.hud.gov/offices/fheo/disabilities/sect504.cfm>
 - <http://www.hud.gov/offices/fheo/disabilities/index.cfm>
 - <http://www.usdoj.gov/crt/ada/adahom1.htm>
- Accessibility Requirements for Buildings <http://www.hud.gov/offices/fheo/disabilities/accessibilityR.cfm>

