



Housing Redevelopment Authority

Tenant Grievance Policy and Procedure

The following grievance policy and procedure was adopted by the Housing Redevelopment Authority (HRA) of Pine City to meet the United States Department of Housing and Urban Development (HUD) Requirements.

1. Informal settlement of a complaint:

- a) The complainant should schedule an informal meeting with Management Office and/or the Executive Director, and the complaint(s) should be presented verbally and in writing.
- b) A written summary will be prepared by Management and/or Executive Director within 14 days after the scheduled meeting, with a copy given to the complainant and a copy placed in the complainant's file. The summary should specify the following:
 - Names of the participants, date(s) of the meeting(s) and the proposed disposition of the complaint.
 - The procedure by which a hearing may be obtained before the HRA Board of Commissioners, if the complainant has not been satisfied.

2. Hearing before the HRA Board of Directors:

- a) Request for a Hearing. The complainant should submit a written request to the Management Office for an appeal hearing before the HRA Board of Commissioners within 14 days after receipt of the written summary described in paragraph 1. above. To be placed on the agenda for the monthly HRA Board of Commissioners meeting, the request must be received by the 1st Tuesday of the month. The written request must specify:
 - the reason for the complaint; and,
 - the action or relief sought.
- b) Selection of the Hearing Officer. The complainant's appeal will be presented before the Chairperson of the HRA Board of Commissioners who is impartial, disinterested person, selected and appointed by the HRA Board of Commissioners' members. The other members of the HRA Board of Commissioners will assist the Chairperson in reaching a majority decision on the disposition/resolution of the issue presented in the appeal.

- c) Failure to Request a Hearing. If the complainant fails to request an appeal hearing before the HRA Board of Commissioners within the detailed timeframe, the disposition of the grievance under consideration shall be final. However, fail to request a hearing shall not constitute a waiver of the complainant's right, thereafter, to contest the disposition through an appropriate judicial proceeding.
- d) Procedures Governing the Hearing. The hearing will be held before the HRA Board of Commissioners, Executive Director and Management will provide the complainant with:
 - the right to private hearing;
 - the right to confidentiality of records; and,
 - the right to be represented by counsel.

3. Decision of the HRA Board of Directors.

- a) The Chairperson of the HRA Board of Commissioners or this person's designee will prepare a written decision, within 14 days after the hearing. A copy of the decision will be sent to the complainant, Executive Director and Management. A copy will also be placed in the complainant's file.
- b) A decision which denies the relief requested by the complainant does not constitute a waiver and does not affect the complainant's right to further appeal through judicial proceedings.

Adopted this 17 day of February, 2026 by the Housing and Redevelopment Authority of Pine City, Minnesota.



Chair

Attest: 

Secretary