

## **SMRHA Grievance Policy**

**Adopted November 6, 2023**

A grievance is any dispute that any client has with SMRHA personnel or an SMRHA board member (hereinafter, the “staff member”) regarding action or failure to act in accordance with the individual’s rights, duties, or welfare. A grievance may be presented directly to two (2) SMRHA Board members – the Town of Telluride Manager and San Miguel County Manager (the “Grievance Officers”). Grievances regarding deed restrictions shall be referred to the issuing authority of such restrictions (Telluride Housing Authority or San Miguel County Housing Authority).

Any grievance involving a staff member shall be presented in writing, through email or hard copy, to the Grievance Officers within one month of the aggrieved situation. The grievance shall include:

1. The name, mailing and email address, and telephone number of the complainant(s) and similar information of the complainant's representative, if applicable;
2. The particular ground(s) upon which the grievance is based, including the specific action, or non-action, taken by the staff member and the specific grounds why the staff member’s decision was incorrect;
3. Copies of any written correspondence between the staff member and the client, if any; and
4. The action or remedy requested.

After the staff member and complainant have presented their dispute in writing to the Grievance Officers, a hearing before the Grievance Officers may be held within a reasonable time. Then, the Grievance Officers shall make a recommendation to the SMRHA board. Should the Board want to discuss the Grievance Officer’s recommendation(s) further, including entering into executive session, they may schedule such discussion at the next SMRHA Board meeting. The SMRHA board shall then decide to uphold, modify, or strike the Grievance Officer’s recommendation.

Grievance procedures shall be fair and provide for the basic safeguards of due process, including, but not limited to, adequate notice of grounds upon which the grievance is based, an opportunity to be heard, meaning an opportunity to refute the evidence presented, and to present an equitable defense, in a timely and reasonable manner, and a decision on the merits.

**The SMRHA Board’s determination will be binding.** The decision of the SMRHA Board shall constitute final agency action subject to judicial review per CRCP Rule 106(a)(4).