



TENANT RESOURCE CENTER

FOR HOUSING JUSTICE IN WISCONSIN

REAL LIFE, REAL SOLUTIONS • KEEPING FAMILIES SAFE IN THEIR HOMES • UNLOCKING THE DOORS TO AFFORDABLE HOUSING

CLIENT GRIEVANCE PROCEDURE

Clients who have received services from the Tenant Resource Center (“TRC”) have the right to file a grievance about a decision made or an action taken by any Tenant Resource Center employee, volunteer, or intern.

1. Each grievance should be limited to a single issue and submitted in writing.
2. The written statement should include a brief statement of what happened, the date of the incident, the staff person(s) involved, and a list of witnesses (with contact information), if any. The written statement should also include an explanation of the requested remedy or response if applicable.
3. Initial grievances must be presented to the Executive Director, Robin Sereno, in one of the following ways: by email to Robin@TenantResourceCenter.org, or by mail to 1202 Williamson St, Suite 101, Madison, WI 53703.
4. The Executive Director will review the written statement and respond within ten (10) business days.
5. The Executive Director’s response will include reasons for their decision and an explanation of the next step in the grievance procedure if the client wishes to pursue the matter further.
6. Clients not satisfied with the response of the Executive Director may request, in writing, to have the matter reviewed by the TRC Board of Directors. If the client who presented the initial grievance is unsatisfied with the decision of the Executive Director, they may present the grievance to the Tenant Resource Center Board of Directors at board@tenantresourcecenter.org. The Board of Directors will review the decision at their next meeting and will come to a decision on the day of the meeting. The Board of Directors will provide a written decision. The decision of the Board of Directors is final.

1202 Williamson Street, Suite 101, Madison, Wisconsin 53703

Housing Counseling (Dane): 608-257-0006 | Housing Counseling (State): 877-238-RENT

En Español: (608) 257-0006 | Hmoob: (608) 257-0006

Business/Administrative: 608-257-0006 x0 | Fax: 608-229-1317

Email: office@tenantresourcecenter.org | Web: www.tenantresourcecenter.org

