



# TENANT RESOURCE CENTER

## FOR HOUSING JUSTICE IN WISCONSIN

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

### Grievance Policy

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

Initial grievances must be presented to the Executive Director in one of the following ways: by phone at (608) 257-0006, by email to [grievance@tenantresourcecenter.org](mailto:grievance@tenantresourcecenter.org), or by mail to 1202 Williamson Street Suite 101, Madison, WI 53703. Other management may be included when responding to the grievance at the discretion of the Executive Director. Once the Executive Director has gathered relevant information about the incident, they will decide what, if any, action needs to be taken. The Executive Director will provide a written response to the grievance.

If the person who presented the initial grievance is unsatisfied with the response of the Executive Director, they may present their grievance to the Tenant Resource Center Board of Directors at [board@tenantresourcecenter.org](mailto:board@tenantresourcecenter.org). The Board of Directors will review the grievance and the Executive Director's response at a meeting of the Board of Directors. The Board of Directors will provide a written response to the grievance. The decision of the Board of Directors is final.

1202 Williamson Street, Suite 102, Madison, Wisconsin 53703

Housing Counseling (Dane): 608-257-0006

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

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

Email: [office@tenantresourcecenter.org](mailto:office@tenantresourcecenter.org) | Web: [www.tenantresourcecenter.org](http://www.tenantresourcecenter.org)

