

# Grievance Procedure

Habitat for Humanity East Bay/Silicon Valley, Inc. (“Habitat “or “We”) strives to provide the best services we can through our Home Preservation Program (“Program”). We value your feedback and want to hear from you if you have a concern about how your application was reviewed or about the Program so that we can improve the Program for you and future applicants.

**Please note that there are different procedures for specific types of concerns. See chart below.**

Types of Concerns	Timeline to Submit Concern
Dissatisfied with the way your project is being handled  OR  You feel you were denied reasonable accommodations	Submit a grievance form to Habitat no later than sixty (60 calendar days) after the decision, incident, or violation has occurred.  <i>Please fill out the grievance form. Process outlined below</i>
Appealing a Denial	Submit your appeal letter within three (3) weeks from the date of the denial letter  <i>Process outlined in Denial Letter</i>
Dispute with a Contractor (about work or payments)	Notify Habitat staff within five (5) business days.  <i>For Grants, process outlined in the General Provisions associated with the Scope of Work.</i>  <i>For Loans, process outlined in Article 32 of your Construction Contract</i>

Ways to Submit a Grievance Form:

- Fill out a grievance form through our website
- Email your completed grievance form to [homerepair@habitatebsv.org](mailto:homerepair@habitatebsv.org)
- Mail your completed grievance form to our offices at:
  - Habitat for Humanity EBSV
  - Attn: Home Preservation
  - 2619 Broadway
  - Oakland, CA 94612
- Fill out the grievance form over the phone by calling 510-803-3388

Please note, Habitat staff is unable to help you draft the content of your grievance form or appeal or direct you on what supporting documentation to include.

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## Additional Accommodations:

Please notify staff if you prefer to fill out the grievance form in a language other than English so that we can provide written and over the phone translation services.

If you have an impairment, disability, language barrier, or otherwise require an alternative means of completing this form or accessing information about home repair, please notify staff so that we can arrange alternative accommodations.

## PROCESS AND TIMELINE

Step in the Process	Timeframe
<b>Step 1:</b> Submit Grievance Form	Applicant submits form within 60 days from date of issue/concern.
<b>Step 2:</b> Habitat Acknowledges Receipt of Grievance and Starts Review	Habitat will send you confirmation of receipt within seven (7) business days of submission.
<b>Step 3:</b> Response/Determination	Habitat will review your concerns and provide you with an initial resolution, when possible, or response with in sixty (60) days.

## Your Privacy Matters

We will keep your identity confidential unless we have written authorization from you to release it, or except as necessary to carry out the purposes of federal or state regulations.

We are committed to assuring the privacy of individuals and/or households who have contacted us for assistance. We realize that the concerns you bring to us are highly personal in nature. We assure you that all personal information shared orally and/or in writing will be managed within ethical and legal considerations. Additionally, we want you to understand how we use the personal information we collect about you. Please see Exhibit A with additional information about our privacy policy.

## Additional Resources:

Organization	Website
East Bay Community Law Center	<a href="https://ebclc.org/">https://ebclc.org/</a>
State of California Department of Consumer Affairs Contractors State License Board (CSLB)	<a href="https://www.cslb.ca.gov/">https://www.cslb.ca.gov/</a>
State of California Civil Rights Department	<a href="https://calcivilrights.ca.gov/">https://calcivilrights.ca.gov/</a>
U.S. Department of Justice Civil Rights Division	<a href="https://www.ada.gov/file-a-complaint/">https://www.ada.gov/file-a-complaint/</a>

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## Exhibit A Privacy Policy

Please carefully review this notice as it describes our policy regarding the collection and disclosure of your nonpublic, personal information.

### **What is nonpublic, personal information?**

- Information that identifies an individual personally and is not otherwise publicly available information, such as your Social Security Number or demographic data such as your race and ethnicity
- Includes personal financial information such as credit history, income, employment history, financial assets, bank account information, and financial debts

### **What personal information does Habitat collect about you?**

- Information that you provide on applications, forms, email, or verbally
- Information about your transactions with us, our affiliates, or others
- Credit Reports
- Information we receive from your creditors or employment references

We may disclose the following personal information to financial service providers (such as companies and governmental entities providing mortgages), Federal and State partners and Habitat for Humanity International for program review, monitoring, auditing, research, and/or oversight purposes, and/or any other pre-authorized individual and/or organization. The types of information we disclose are as follows:

- Information you provide on applications/forms or other forms of communication. This information may include your name, address, Social Security number, employer, occupation, account numbers, assets, expenses, and income.
- Information about your transactions with us, our affiliates, or others such as your account balance, monthly payment, payment history, and method of payment.
- Information we receive from a consumer credit reporting agency such as your credit bureau reports, your credit and payment history, your credit scores, and/or your credit worthiness.
- We may share anonymous, aggregated case file information, but this information may not be disclosed in a manner that would personally identify you in any way. This is done in order to evaluate our program, gather valuable research information, and/or design future programs.

We may also disclose personal information about you to third parties as permitted by law.

We restrict access to your nonpublic personal information to Habitat employees who need to know that information in order to provide products and services to you and to help them do their jobs, including underwriting and servicing of loans, making loan decisions, and financial and housing counseling. We maintain physical, electronic, and procedural safeguards that comply with federal

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regulations to guard your nonpublic personal information, and we train our staff to safeguard client information and prevent unauthorized access, disclosure, or use.

## **What categories of information do we disclose and to whom?**

We do not sell or rent your personal information to any outside entity.

## **How is your personal information secured?**

We restrict access to your nonpublic personal information to Habitat employees who need to know that information in order to provide products and services to you and to help them do their jobs, including underwriting and servicing of loans, making loan decisions, and financial and housing counseling. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information, and we train our staff to safeguard client information and prevent unauthorized access, disclosure, or use.