# CLIENT GRIEVANCE INFORMATION

###### **Northern Office Southern Office**

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The Nevada Housing Division (Division) provides funding to certain non-profits and local jurisdictions (sub-recipients) throughout the State of Nevada to serve clients on behalf of the Division, since often times the Division is not allowed to serve clients directly. Programs may include: The Weatherization Assistance Program, Emergency Solutions Grant Program, HOME Investment Partnership Program, the Neighborhood Stabilization Program, Low-Income Housing Trust Fund Program and the National Housing Trust Funds.

If a client or potential client has a complaint, or would like to discuss action taken on an application for assistance with a sub-recipient that is providing services on behalf of the Division, and is unable to resolve the complaint informally with the sub-recipient (or would prefer to file directly with the Division), there is a grievance procedure which may be accessed. The Client Grievance Procedure is a formal way to ensure that complaints are considered at higher levels.

The first step is to request a conference with a representative from the sub-recipient’s. Every sub-recipient will have a procedure that must be followed in order to appeal a decision made or resolve a problem that has occurred.

If the issue or complaint is not resolved at the sub-recipient level, the second step is to appeal the sub-recipient’s decision by submitting a request for a review of the sub-recipient’s determination to the Division by completing the Client Grievance Form available on request from the 504 Coordinator listed below. The request must be filed within 30 days from date the sub-recipient has denied an appeal via the Grievance Procedure stated in the previous paragraph, and should include copies of all documentation provided by the sub-recipient, including a denial letter. Please address all documentation to:

Denise Cox, Section 504 Coordinator

State of Nevada Housing Division

1830 College Parkway Ste 200

Carson City, NV 89706

(Voice) 775-687-2233 (Fax) 775-687-4040

Email: [dcox@housing.nv.gov](mailto:dcox@housing.nv.gov)

TDD Number: (800) 326-6868

Once the Division has reviewed all applicable documents and the Client Grievance Form, a determination will be made by the Division’s Section 504 Coordinator, Manager of State and Federal Programs, or the Administrator in writing, on whether or not the sub-recipient followed applicable laws and authorities. If needed a hearing may be scheduled that will include all parties in order for the Division to review the complaint.

**Note:** Sub-recipients may be allowed to narrow the eligibility criteria for a program that is more restrictive than what is reflected within regular program regulations. An aggrieved individual may only file a Section 504 grievance with the Division if it is determined that the sub-recipient discriminated on the basis of disability and did not follow the eligibility protocols as reflected within their Program Guidelines. Make certain to ask for a copy of the Program Guidelines before requesting a review by the Division, and include it with this form when submitted.