

New River Valley Housing Partnership Grievance Policy

Individuals and families who have a complaint about an action or decision relating to New River Valley Housing Partnership's (NRVHP) housing services, Coordinated Entry (CE), including, but not limited to being denied access to services or being discriminated against due to race, religion, national origin, sex, age, sexual orientation, or gender identity, should bring their complaint to the agency involved in the incident and follow the agency-specific grievance procedure, including all appeal levels. If the complaint cannot be resolved at the agency level, the complaint can be brought to the Executive Committee of the NRVHP. The complaint can be made orally or in writing and must be made within 14 days of the agency level decision. An Executive Committee decision will be made and communicated within 14 days from the date of the complaint.

If a member of the Executive Committee is associated with the agency involved in the complaint, a designated alternate will be involved in the process.

To initiate a grievance please contact, 540-382-6188 or 633-5133 ext. 440.

The NRVHP CE system partners inform individuals and families of the following processes for filing a fair housing grievance:

<http://www.dpor.virginia.gov/FairHousing/>

How to File a Fair Housing Complaint:

If you believe you are the victim of housing discrimination, you may file a complaint by downloading the [Housing Discrimination Complaint Form](#).

Please complete the form with as much detail as possible, then, send it to:

Virginia Fair Housing Office

Department of Professional and Occupational Regulation

9960 Mayland Drive, Suite 400

Richmond, VA 23233

For more information:

Phone: (804) 367-8530 or toll-free (888) 551-3247

FAX: (866) 480-8333

Email: FairHousing@dpor.virginia.gov

TDD: Virginia Relay 7-1-1