

GRIEVANCE PROCEDURES

When the resident has a concern, complaint, grievance, they are to contact the Facility Manager or the QDIP/Administrator at Peppermint Ridge. Management and case managers are to be sensitive and responsive to any grievance or complaints brought to them by or on behalf of residents of the project. If they are not happy with the response they can contact Danette McCarns, Executive Director of Peppermint Ridge and the Section 504 Coordinator. Ms. McCarns is responsible for compliance with 504 of the Rehabilitation Act of 1973 (codified at 29 U.S.C. § 794), a federal law that prohibits discrimination on the basis of disability in federally-assisted programs or activities. If information is needed in another language or for the visually or hearing impaired, please contact (951) 273-7320. Please dial 711 for TTY assistance.

At the weekly residents' meeting they may also voice their concern. Residents may bring up grievance. Although the prime function of the resident meetings will be to plan and coordinate programs and activities which will also be used as a sounding board for tenants' concerns regarding day-to-day operation of the project and its tenant policies.

The Facility Manager, QDIP/Administrator and the Case Manager will do everything possible to deal with grievances having to do with day-to-day matters in the project. Residents who feel that actions taken by the Case Manager do not adequately deal with the grievance should contact Danette McCarns. She can be reached at (951) 273-7324 or (951) 273-7320.

If grievances or complaints from residents involve policies adopted by the Board of Directors or are unsatisfied with Audrey Turner's decision, residents should submit a written grievance to Danette McCarns, Executive Director of Peppermint Ridge at 825 Magnolia Avenue Corona, California 92879-3219 or dmccarns@peppermintridge.org. If information is needed in another language or for the visually or hearing impaired, please contact (951) 273-7320. Please dial 711 for TTY assistance.

This is the final stage of the Peppermint Ridge's grievance process.

Additional Complaint Rights

Residents also have the right to file a complaint with the U.S. Department of Housing and Urban Development. You can file a complaint by mail, phone, or online:

San Francisco Regional Office of FHEO
United States Department of Housing and Urban Development
One Samsome Street, Suite 1200
San Francisco, California 94104

Peppermint Ridge does not discriminate on the basis of race, color, national origin, religion, sex, disability, or familial status in its programs and services.

(t): (415) 489-6524
(t): (800) 347-3739
TTY (415) 436-6594
Civil Rights Complaints: ComplaintsOffice09@hud.gov

Unresolved grievances having to do with discrimination outlawed by the Equal Housing or Equal Economic Opportunity statutes may be referred to the Fair Housing and Equal Opportunity Division of HUD (same address as above.)

Residents are further informed that unresolved discrimination grievances may also be referred to the local Fair Housing Foundation listed in the local phone book.

Residents also have the right to file a complaint with the California Department of Fair Employment and Housing. You can file a complaint by mail or contact DFEH by phone and e-mail:

California Department of Fair Employment and Housing
2218 Kausen Drive, Suite 200
Elk Grove, California 95758
(t): (800) 884-1684
TTY: (800) 700-2320 or California's Relay Service at 711

If you need translation into your native language, call the DFEH Communications center at (800) 884-1684 and ask for an interpreter. If you have trouble, call the DFEH Language Access Coordinator at (844) 821-3465 or contact them at language.access@dfeh.ca.gov.