

8 Steps

WHEN FACED WITH A FAIR HOUSING COMPLAINT

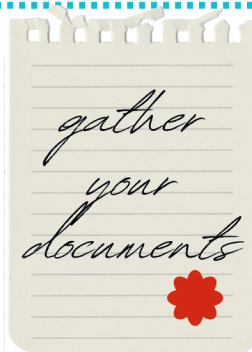
1

get the facts

Understand the allegation, who the complainant is, and which agency will be handling the investigation.

2

Decide whether to hire an attorney or if the property will defend the case.



Pull all the relevant files, emails, and texts involving the allegation.

3

4

Talk to the employees involved in the allegation to understand what happened.

5

timeline

Create a chronology of the contacts with the complainant and the applicable documents.

review

Review the applicable policies, forms, and recent training involved with the allegation.



Decide whether there were mistakes made by staff. If so, attempt to conciliate the complaint.

6

7

Reminder: *be proactive*

Decide whether policies, forms, and training should be improved to avoid similar complaints.

8