



2016

SC REGIONAL HOUSING AUTHORITY NO. 3's COMPLAINT REPORTING POLICY

SC Regional Housing Authority No. 3 (PHA) manages 767 public housing units within various counties (e.g. Aiken, Allendale, Bamberg, Barnwell, Berkeley, Jasper, and Orangeburg). The safety and security of its residents is a high priority. To that end, every effort is made to investigate all complaints or reports of possible lease violations that the Authority receives from residents. The Authority's objective is to provide for the most efficient, responsible manner of receiving and processing complaints thereby decreasing and/or eliminating frivolous, false accusations that waste valuable administrative resources.

PURPOSE: To provide a responsible mechanism whereby credible, non-frivolous data and information received in the form of a complaint relating to possible lease violations is transmitted to the appropriate staff of the PHA.

SCOPE: This policy shall apply to all residents of the PHA, excluding the elderly and disabled, and other interested persons that desire to share/report information to the PHA regarding possible lease violations from current residents. This policy does not relieve one of his/her duty or privilege to notify the proper authorities in reporting a violation of criminal code or seeking civil remedies.

PROCEDURE: The following procedures shall be followed when reporting information to the PHA regarding residency issues and possible lease violations.

1. Residents with information to report shall do so in writing in a responsible manner without regard for anonymity by completing a PHA Complaint Form. Complaint forms are available at the Property Manager's Office on the various properties.
2. PHA staff through the use of (1) informal inquiries with the accused resident(s) or (2) group conferences with all affected parties to promptly investigate written complaints and document findings.

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South Carolina
REGIONAL HOUSING AUTHORITY No. 3

By my signature below, I certify that (1) the information provided within this form is true and accurate to the best of my knowledge and (2) I will participate (if requested) in an informal meeting with the defendant and the Authority to resolve the nature of my complaint.

Complainant

Date

Complainant

Date

Complainant

Date