



Process for Residents to Address Concerns or Grievances

Our mission as a non-profit housing provider is to make affordable, high-quality permanent housing available in the greater Seattle area. We strive to make your home just that: “your home.” As we work to meet the needs and address the concerns of all residents, you may sometimes disagree with our policies, our conclusions or our actions in a given situation. We encourage you to ask for clarification when you do not agree with or understand staff actions or decisions. If, afterwards, you desire further review of a situation or concern, we have established a process for such a review.

The intent of this “due process” for addressing concerns is to contribute to a positive living atmosphere where residents can express concerns without any fear of retaliation and with the expectation of a prompt, carefully considered response from Bellwether. We desire and appreciate resident involvement in the operation of our buildings.

1. Contact the Building Manager to discuss your concern(s) or deliver your concern(s) in writing to the Building Manager. If a concern involves building staff behavior and you are uncomfortable approaching the Building Manager, see step #2 below.
2. If you are not satisfied with a discussion outcome or a response to your written concerns, you may submit a written request for further review by a supervisor. Request a *Resident Grievance and Concern Form* from your Building Manager or call the Bellwether administrative office at 206-623-0506 and ask that a form be mailed or emailed to you.
3. Send your written concern to *Bellwether Housing, Attn: Asst. to the Dir. of Property Management, 1651 Bellevue Avenue, Seattle, WA 98122-2014.*
4. After your form is submitted and processed you will receive an acknowledgment and the following steps will be taken:
 - ▶ The Property Manager responsible for your building will make every effort to promptly respond (our goal is within 15 business days). They will carefully consider the written information you provide and then review the situation with any Bellwether staff involved. The Property Manager has the ability to help resolve situations by improving communication with and/or by reviewing the actions of resident staff, other Bellwether staff, and/or contractors providing services to your building.
 - ▶ After thorough review, the Property Manager will inform you of any actions to be taken in response to your concern(s).
5. Once the process outlined above is complete, if you are not satisfied, the Property Manager’s actions or decisions can be appealed by writing to: *Bellwether Housing, Attn: Director of Property Management, 1651 Bellevue Avenue, Seattle, WA 98122-2014.* Include with your appeal letter a copy of your original written complaint and the response letter from the Property Manager. Concerns brought to the Director without following the above process will be referred to the appropriate Property Manager. The Director’s review is the final appeal level for resident concerns or grievances at Bellwether. The Director will seek to respond within 15 business days of appeal receipt, depending on work load.