



TENANT RESOURCE CENTER

FOR HOUSING JUSTICE IN WISCONSIN

REAL LIFE, REAL SOLUTIONS • KEEPING FAMILIES SAFE IN THEIR HOMES • UNLOCKING THE DOORS TO AFFORDABLE HOUSING

Grievance Policy

People who have received services from the Tenant Resource Center have the right to file a grievance about a decision made or an action taken by any Tenant Resource Center employee, volunteer, or intern.

Initial grievances must be presented to the Executive Director, Sterling Lynk, in one of the following ways: by phone at (608) 257-0006, by email to sterling@tenantresourcecenter.org, or by mail to 1202 Williamson Street Suite 101, Madison, WI 53703. Other management may be included when responding to the grievance at the discretion of the Executive Director. Once the Executive Director has gathered relevant information about the incident, they will decide what, if any, action needs to be taken. The Executive Director will provide a written decision within 10 business days of the initial grievance.

If the person who presented the initial grievance is unsatisfied with the decision of the Executive Director, they may present the grievance to the Tenant Resource Center Board of Directors at board@tenantresourcecenter.org. The Board of Directors will review the decision at their next meeting and will come to a decision on the day of the meeting. The Board of Directors will provide a written decision. The decision of the Board of Directors is final.

1202 Williamson Street, Suite 102, Madison, Wisconsin 53703

Housing Counseling (Dane): 608-257-0006 | Housing Counseling (State): 877-238-RENT

En Español: (608) 257-0006 | Hmoob: (608) 257-0006

Business/Administrative: 608-257-0006 x0 | Fax: 608-229-1317

Email: office@tenantresourcecenter.org | Web: www.tenantresourcecenter.org

