

COMMUNITY HOME TRUST OMBUDSMAN PROCEDURE

PROCESS

Any person who is not an employee of Community Home Trust and who wishes to make a complaint or provide a comment about the organization or organizational staff or offer positive feedback for review by the board or staff, may do so by the following:

1. Completing the online form at <https://communityhometrust.org/ombudsman-procedure/> or
2. Completing the form below and mailing it to the organization at c/o Ombudsman, Community Home Trust, PO Box 2315, Chapel Hill, NC 27515.

If you are unable to access either form, you may contact the office to receive assistance with obtaining a paper form or completing the form by phone. Contact Heather Hayes, Community Home Trust Bookkeeper/Data Coordinator, at hhayes@communityhometrust.org or 919.967.1545 x300. All submissions may be submitted in any language and will be translated at the expense of Community Home Trust. No complaints/comments will be reviewed unless submitted by the specified format above.

Once received, the person submitting the form will receive verification of receipt if they have provided their contact information. If you do not receive verification of receipt and have provided your contact information, please contact the Community Home Trust office for assistance.

AFTER SUBMISSION

Depending on the type of issue, your submission will be reviewed by staff or the Ombudsman Committee of the Board of Directors. The Ombudsman Committee is made up of board members (rotating) and a staff member if necessary. The Executive Director may provide information to the Ombudsman Committee as directed but will not be a member of the committee.

If your complaint is reviewed by staff, you will receive a response to your submission within 14 business days. If after receipt you believe that your issue is unresolved, within 10 business days, you may request that the Ombudsman Committee of the Board of Directors review the staff decision.

If your submission is reviewed by the Ombudsman Committee of the Board of Directors, you will receive correspondence from the lead committee member within 14 business days with instructions.

During this process you MAY be asked to provide additional information, documents, witness information and be available for an interview, in order for the committee to gather enough information to make a decision. After all of the information is gathered, the Ombudsman Committee will decide whether to make a decision or refer the matter to the full board for discussion. A decision communicated to you by the Ombudsman Committee is final.

Name **(required)**:

FIRST

LAST

Phone number **(required)**:

Email address **(required)**:

Mailing address:

STREET ADDRESS

ADDRESS LINE 2

CITY, STATE/PROVINCE/REGION, ZIP CODE

County of residence **(required)**:

Preferred method of contact (circle one): EMAIL OR PHONE

Please describe your comment or complaint below. Provide as much detail as you can/are comfortable providing **(required)**: