

Ombudsman Policy and Procedures

The Housing Authority of the City of Anderson (“Housing Authority”) has appointed an Ombudsman to resolve complaints and disputes between the Housing Authority and residents, applicants and participants in its housing programs (“residents”).

This policy does not apply to disputes with owners or property managers of dwellings the Housing Authority does not own or operate, even when a housing choice (also known as Section 8) voucher issued by the Housing Authority is used to pay rent.

The Ombudsman is to act as a facilitator and mediator for the resolution of complaints between the Housing Authority and any resident with respect to any problem such resident may have in dealing with the Housing Authority resulting from the Housing Authority’s policies, procedures, practices and operations. The Ombudsman will ensure that complaints about the Housing Authority’s actions are addressed in a fair and timely manner

The Housing Authority and any resident involved in the Ombudsman process are expected to approach the Ombudsman process in good faith and with the intention of attempting to reach an agreement, and should be active participants in the process and if an agreement is reached, they should help develop the terms of the agreement with the assistance of the Ombudsman.

To ask the ombudsman for help resolving your complaint or concern, contact by telephone, email or mail:

City of Anderson
Human Relations Department
City Hall - 3rd Floor
120 East 8th Street
Anderson, IN 46016
Tel: 765-648-6135
Email: tdixontatum@cityofanderson.com

The Ombudsman will provide an initial response to complaints, usually within ten (10) business days. However, the Ombudsman may require additional time to complete the investigation and take appropriate action.

All complaints will be addressed through an unbiased process of gathering information from all parties related to the matter, reviewing applicable policies, procedures and practices of the Housing Authority, making appropriate findings, and/or providing helpful referrals or recommendations, if appropriate.

The Ombudsman will communicate with the complainant in general about the results of the complaint, but the Ombudsman may not be able to disclose findings, decisions or details due to confidentiality and privacy concerns or constraints.

Authority of the Ombudsman

The Ombudsman cannot respond to matters involving lawsuits or appeals that are pending against the Agency.

The Ombudsman may make referrals for legal or advocacy resources if appropriate, but cannot give legal advice.

The Ombudsman cannot make any recommendations to the court or to overturn a court decision.

The Ombudsman's role is confined to complaints resulting from the policies, procedures, practices and operations of the Housing Authority, and not internal functions such as administration and personnel.

The Housing Authority reserves the right to amend this policy at any time as circumstances require.