



RAD Complaint Process

Residents and their advocates or other stakeholders (complainant) can submit complaints/inquiries about the *RAD conversion process* to: rad@hud.gov.

The complaint should include:

- The property name and location
- A description of the concern or issue
- Explanation of desired remedies if applicable
- A statement on whether the property manager or other HUD offices have been contacted and the result of that communication, if any
- Whether there is ongoing litigation about the matter

Once Office of Recapitalization staff receive a complaint, the Office of Recapitalization staff will respond confirming receipt and indicating next steps.

The investigation of the complaint will include:

- Communicating with complainant via email, phone, or video conference to get additional detail about the complainant's observations and experience.
- Determining whether, based on this initial information, the complaint appears to be within the Office of Recapitalization's jurisdiction. If not, staff will route the complaint to the appropriate HUD office.
- Gathering information from the local housing authority, property manager, RAD Transaction Manager, other HUD offices, and any other relevant source of information.
- Reviewing the governing rules, the information gathered, and the complaint to determine whether there is enough information for a finding and requesting additional information as needed.
- Evaluating the complaint and the potential outcome or remedy to see if it can be resolved within the Office of Recapitalization or if it needs to be referred to another HUD office with appropriate jurisdiction (for example, if on investigation, the Office of Recapitalization discovers that the complaint instead relates to a violation of public housing rules, rather than of RAD requirements, it would be referred to the Office of Public and Indian Housing).
- Determining whether HUD could facilitate communication between the complainant and another party (for example, between a resident and the PHA) while simultaneously investigating the complaint and determining remedies in response to any program non-compliance.
- Once a finding has been reached, the complainant will receive a response in writing that includes a summary of the issues, the outcome of the investigation, actions that have been taken and a description of recommended next steps as applicable.

Every complaint or inquiry received is unique and will be treated as such. While the Office of Recapitalization has an internal protocol that follows this complaint process, we strive to be responsive, nimble, and effective in resolving issues that rise to our attention. As such, we ask that all complainants direct follow up questions regarding the complaint process to our Office should any clarification or further information be needed.