



PIEDMONT HOUSING ALLIANCE

**Piedmont Housing Alliance VERP (Virginia Eviction Reduction Pilot) Program
Grievance Procedure**

What happens if someone does not agree with a decision by the VERP program?

If a VERP client believes that a request for financial assistance or other form of program support has been inappropriately or unfairly denied by Piedmont Housing Alliance VERP program staff, they may appeal that decision. The process to appeal a decision is as follows:

1. The client shall contact the Financial Opportunity Center + Housing Hub Manager within 30 days of receiving the adverse decision and request a review. Shymora Cooper currently serves as Financial Opportunity Center + Housing Hub Manager and can be reached by email scooper@piedmonthousing.org.
2. The Financial Opportunity Center + Housing Hub Manager will review the client's information and will re-issue a decision within 15 days of receiving the complaint/notification.
3. If the client is still not satisfied, the Financial Opportunity Center + Housing Hub Manager will pull in Tasia White, the Director of Strategic Initiatives and Program for additional consultation and review. The client will be issued a final letter of determination within 15 days.