

## **Virgin Island Housing Finance Authority Citizen Complaint Process**

The Virgin Islands Housing Finance Authority (VIHFA) strives to address all complaints in a timely and efficient manner. Our goal is to provide you with a substantive written response within 15 working days. If the complaint is complex in nature and/or does not meet your desired remedy, there may be a delay in resolving the complaint.

### **STEP 1: Submit**

Citizen submits written complaint. A complaint may be made in person, by email, posted mail, delivered in person, and/or in special cases such as accommodations for those with disabilities via telephone.

### **STEP 2: Acknowledge**

Acknowledge the complaint within 24 hrs with an acknowledgement email that outlines the process.

### **STEP 3: Assess**

Once complaint is received, VIHFA will contact the Citizen within 48 hours to schedule an interview time. VIHFA will assess:

- The issues/complexity of the complaint
- What kind of resolution the complainant is seeking
- The most appropriate investigation approach

### **STEP 4: Determine Complexity of Complaint**

VIHFA will:

- Define the issues to be investigated and develop an action plan, including who is best to complete the investigation
- Investigate where the complaint is particularly complex and will require detailed investigation.
- Assign the complaint to the appropriate department/program to investigate the complaint.

### **STEP 5: Respond**

Provide a decision on the complaint and/or information on further investigation in writing within **15** working days unless there is a clear reason for extending this timescale. If Citizen wishes to dispute decision, VIHFA will include information on Appeals, and advise about any Appeals time limits.

### **STEP 6: Close Complaint and Report Outcomes**

Provide Citizen with a final decision letter that includes the complaint submitted, steps taken, and decision/outcome. Mark complaint as closed.

### **STEP 7: Review, Report, and File**

- Review entire complaints process for compliance.
- Provide full report
- Ensure that all complaints are recorded in our Complaints Management System.
- Report performance, analysis outcomes
- File Complaint according to our Record Keeping and Retention Policy