

**PHA**  
**GRIEVANCE PROCESS**  
**SUMMARY OF INFORMAL SETTLEMENT DECISION**  
*(Insert date issuing this decision)*

Dear:

The attached notice is the result of the informal settlement discussion held on (insert date) regarding your grievance filed with this agency on (insert date). If you are not satisfied with this decision, please note the procedure for obtaining a grievance hearing below.

Date Grievance Received:	
Tenant Name:	Address:
Statement of Grievance/Complaint:	
Informal Settlement Conducted By (include title):	Date:
Persons Present (identify whether present for PHA or tenant):	
Disposition of Complaint and Reasons:	