

# NOTICES

## Housing Department Grievance/Complaint Process

Approved by Tribal Council on March 16, 2002

- 1) **Right To A Hearing.** Upon filing of a written request as provided herein, a complainant shall be entitled to an opportunity for hearing.
- 2) **Definitions**
  - a) "Complainant" means any tenant or participant in a HUD-assisted or NAHASDA-assisted housing project operated by the Housing Department of the Confederated Tribes of Siletz Indians of Oregon (CTSI), formerly Siletz Indian Housing Authority (SIHA), whose rights, duties, welfare, or status are adversely affected by CTSI action or failure to act and who files a grievance or complaint with respect to such action. ("Complainant" may hereinafter be referred to as "you.")
  - b) "Grievance" or "complaint" means any dispute with respect to CTSI Housing Department action or failure to act pursuant to a lease or Mutual Help and occupancy agreement or CTSI Housing Department regulations, policies, or procedures which affects the rights, duties, welfare, or status of the complainant.
- 3) **Exclusions.** Grievances or complaints based upon the following are excluded from the grievance procedure:
  - a) Any termination based upon activity that threatens the health or safety of, or right to peaceful enjoyment of the Indian housing development by, other residents or employees of the owner or manager of the housing; or
  - b) Any termination based upon criminal activity (including drug-related activity) on or off the premises of the Indian housing development.
  - c) For grievances or complaints based on above-excluded matters, there is a 15-day appeal time to Siletz Tribal Court if a party wishes to challenge the action of the Housing Department.

**Informal Dispute Resolution:** If you disagree with a Housing decision or action, please do not hesitate to call the Housing staff member whose decision or action concerns you. Perhaps your matter can be resolved informally or the decision or action can be explained to your satisfaction. While informal resolution is encouraged, it does not affect the time limits to formally complain, grieve, and appeal. Administrative remedies must be exhausted and you cannot skip a step in the formal process.

### Formal Dispute Resolution

**First Step: Review by Housing Director.** If you disagree with a decision or action of the Housing Department, you have the right to file a complaint, grievance, or request for review with the Housing Director within 30 days from the date of the department's decision or action complained of. The Housing Director will review your case and respond in writing within 30 days.

No particular form is required to do this as long as the complaint or grievance: (1) is in writing and is signed by the party or his or her spokesperson or attorney; and (2) is actually and timely delivered to the Housing Department. If you want additional information or documentation considered, please deliver them with your appeal.

**Second Step: Review by Housing Committee.** If the Housing Director denies your complaint or grievance or appeal (or if the initial decision was signed by the Housing Director), you have the right to appeal to the Siletz Tribal Housing Committee in writing within 30 days from the date of the Housing Director's decision. The decision of the Housing Committee shall be the final administrative decision of the tribe.

No particular form is required to do this as long as the complaint or grievance: (1) is in writing and is signed by the party or his or her spokesperson or attorney; and (2) is actually and timely delivered to the Housing Department. If you want additional information or documentation considered, please deliver them with your appeal or bring them to the hearing. If you appeal to the Housing Committee, it is your responsibility to find out when the next Housing Committee meets and to attend if you wish to testify.

If the Housing Director's decision primarily concerns a for-profit tribal business available to the general public (for example, the 8-plex apartments), then the General Manager shall conduct this second step review.

**Third Step: Tribal Court.** If the Housing Committee denies your appeal, you have the right to appeal to Siletz Tribal Court within 30 days from the date of the response from the Siletz Tribal Housing Committee.

Ordinarily, you will not be able to present additional evidence to the Tribal Court and one requesting Tribal Court review has the burden of showing that based on the administrative record previously developed, the final administrative decision of the tribe is erroneous as a matter of law.

If feasible, complainant may choose to have the Housing Committee review without disclosure of complainant's name.

### Tips for a Well-Done Grill

Most likely, your grill has been in hibernation for the winter. Now's the time to wake it up, give it a shake, and show it the light of day.

You know to tune up your bike and your car periodically, but did you know you also should tune up your grill? It doesn't take long, it's not hard, and your grilling season will be more successful just by taking a couple of extra steps before cooking.

✿ Remove the grates and soak them in warm, soapy water. Then scrub them with a wire brush. When they're clean and dry, coat the grates with cooking oil or spray. (This will make later cleanups easier.) Set them aside.

- ✿ If it's a charcoal grill, brush out the inside of the grill. If it's a gas grill, clear any ash away from the burner.
- ✿ Using your wire brush and a little soapy water, gently scrub the inside of the grill.
- ✿ Reassemble and let air dry.
- ✿ The first time you use the grill after cleaning, allow for a little extra heating time to burn away any residue.

Now you're ready to get cooking. Here are some tips to help you along:

🕒 When you've lit the grill (if using charcoal), wait until your coals have an ashy surface. This means

any additives have burned off and your coals are hot enough.

- 🕒 Knowing when to flip over food is the key to a great grilled meal. Turning too often will slow the cooking process and you may end up with food that is dry or tough. Turn only when necessary.
- 🕒 Whether to cook with the grill lid up or down depends on personal taste, but if you choose "down," pay close attention – flare-ups happen much quicker than when the grill is open.
- 🕒 Knowing when grilled meats are done takes practice. If you're just starting off, make a little cut in the middle to take a look. Another option is a meat thermometer.

(For beef, rare is 115-120 degrees F, medium rare is 125-135, and medium is 135-140.)

Grill safely. To help prevent mishaps, dangers and disasters:

- 🕒 Don't use lighter fluid on self-starting coals. And never apply it to hot coals – self-starting or not.
- 🕒 Keep a fire extinguisher nearby. Read the instructions so you'll know how to use it – just in case.
- 🕒 Make sure the coals are out completely. Either douse them with water or keep an eye on them until they've burned themselves out.

Source: <http://www.coolsavings.com/coolinfo>