

Do You Have a Complaint or Concern?

- Begin with the employee who served you – you may call, email, or write a letter to express the details of your concern. Once received, we will acknowledge your concern within 2 business days and provide you with an expectation of when, and from whom, you will receive a response. The majority of concerns are resolved at this stage, however, if you are not satisfied with the outcome, you can ask for your concern to be referred to the Supervisor or you can submit your concern through the e-mail link at www.kernha.org (in the Contact section).
- If you submit your concern through the website, we ask that you identify your name and telephone number, who you have been dealing with and any specific details you are comfortable sharing. Your concern will be acknowledged by the Customer Service Specialist within 2 business days and we will provide an expectation of when, and from whom, you will receive a response.
- If you are not satisfied with the response or the way we have handled your concern, you may ask the Customer Service Specialist or Supervisor to escalate your concern to an Administrator for review.
- If after review by the Administrator you are still not satisfied with the response or the way we have handled your concern, you may ask the Administrator to escalate your concern to the Assistant Executive Director/Executive Director for review.

What you Can Expect:

The Following 3 step Complaint handling process is to be followed by all Housing Authority employees from our front-line staff through our Administrative team. Your feedback is very important to us.

