



HOUSING CHOICE VOUCHER PROGRAM

COMPLAINT INTAKE FORM

THDA's primary source of communication is email. Please check your email regularly for THDA correspondence. You may email, fax or mail all required documents using the contact information below.

Tennessee Housing Development Agency (THDA)
Attn: HCV Complaints
502 Deaderick Street, 3rd Floor
Nashville, TN 37243

Email: hcvcomplaints@thda.org

Please Note: *The complaint will be reviewed by supervisory staff in the THDA Rental Assistance division and/or THDA Executive staff within ten (10) business days of receipt. A response will be sent by mail or email to the address included in the complaint within no more than thirty (30) days of the receipt date. Please include a phone number in case additional information is needed to process the complaint.*

Your Information:

Name (first, middle initial, last): _____

Mailing Address: _____

Phone Number(s): _____

Email Address: _____

Other Information:

Have you tried to resolve your complaint with the THDA field office? Yes No

If yes, please provide the field office name, the date and the person you spoke with at the field office: _____

Have you filed a complaint or contacted anyone outside THDA about your concern (i.e. HUD, state or federal Congressperson, etc.)? Yes No

If yes, please provide the date, name of other person/agency contacted and the name of the person(s) you spoke with: _____

REASONABLE ACCOMMODATION & VIOLENCE AGAINST WOMEN ACT If you or anyone in your household is a person with disabilities and requires a specific accommodation in order to fully comply with this notice or if you are a victim or threatened victim of domestic violence, dating violence, or stalking, you have certain protections under the Violence Against Women Act (VAWA), please contact 615.815.2165 or RARrequest@thda.org.



THDA is an equal opportunity, equal access, affirmative action employer.



Complaint Information:

Describe the events in the order in which they occurred that have led to your complaint. Please include names, phone numbers (of any person outside of THDA), and dates involved with your concern/complaint. Be as brief and complete as possible to make the explanation clearer. Use separate sheet(s) of paper if you need more space.

Please include copies of documents related to your complaint. *Do not send original documents.*

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