



CHICAGO HOUSING AUTHORITY

SECTION 3 NONCOMPLIANCE COMPLAINT FORM

Please complete this form if you believe the CHA, a Prime or Subcontractor, Section 3 Business Concern, or a Section 3 Resident is noncompliant with HUD’s Section 3 program.

NOTE: Complainants are not required to provide their name and/or contact information, if they choose to remain anonymous. CHA shall hold and maintain the Confidential Information in strictest confidence and shall carefully restrict access to Confidential Information to employees, contractors, and third parties as is reasonably required.

COMPLAINANT INFORMATION

Date:	
Name of Complainant:	
Phone Number of Complainant:	() -
Email Address of Complainant:	_____@_____
Mailing Address of Complainant:	
How is Complainant associated with Section 3 and CHA?	Section 3 Resident Section 3 Resident currently or previously employed under a Section 3 covered contract Section 3 Business Concern Subcontractor Prime Contractor CHA Employee/Department Other (please explain) _____

RESPONDENT INFORMATION*

Name of Respondent:	
Phone Number of Respondent:	() -
Email Address of Respondent:	_____@_____
Mailing Address of Respondent:	
How is Respondent associated with Section 3 and CHA?	Section 3 Resident Section 3 Resident currently or previously employed under a Section 3 covered contract Section 3 Business Concern Subcontractor Prime Contractor CHA Employee/Department Other (please explain) _____



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* The respondent is CHA, a Prime or Subcontractor, Section 3 Business Concern, or a Section 3 Resident that you believe is noncompliant with HUD's Section 3 program.

NONCOMPLIANCE COMPLAINT

Why do you believe the respondent is not in compliance with Section 3 regulations? *Noncompliance may include, but is not limited to: Prime Contractor not awarding subcontracts to Section 3 Business Concerns; Prime Contractor not hiring Section 3 applicants; Prime Contractor not adhering to the hiring plan in the Schedule B or Online Hiring System – specifically disregarding the CHA approved job description, job term/shift, pay rate, etc. of a Section 3 employee; Section 3 Resident or Business Concern falsely self-certifies Section 3 status. For more information on Section 3 noncompliance, please see [24 CFR 135](#). Section 3 noncompliance does not include discrimination based on an individual's Section 3 status (being treated differently because of your Section 3 status).*



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Release of Information:

By typing your name on the line below, you are signing this Complaint electronically. You agree your electronic signature is the legal equivalent of your manual signature on this Complaint. By signing this Complaint you certify that the information provided in this Section 3 Noncompliance Complaint is true and accurate. If you choose to remain anonymous please sign the form "Anonymous."

Signature of Participant

Date

Fraud and False Statements: Title 18, Section 1001 of the U.S. Code states that a person who knowingly and willingly makes false and fraudulent statements to any department or employee of the United States Government, HUD, or a Public Housing Authority may be subject to penalties that include fines and/or imprisonment.

Please submit your Noncompliance Complaint to section3@thecha.org with the subject line of "Section 3 Noncompliance Complaint" or you can mail this form to:

***Office of the General Counsel
Section 3 Complaint
60 East Van Buren Street, 12th Floor
Section 3 Administrator
Chicago, IL 60605***



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Section 3 Noncompliance Complaint Procedure

Step 1 – Intake/Filing

1. Anyone can file a Section 3 Noncompliance Complaint (Complaint) with CHA at no cost. Complaints can be filed by any entity, including individuals and community groups. Complaints can also be filed anonymously. Complaints can be filed with CHA by mail or via email to section3@thecha.org.
2. After CHA receives your submitted Complaint, the investigator will send you an Acknowledgement of Receipt of Section 3 Noncompliance Complaint Form, typically by mail. If you do not respond to the Acknowledgement of Receipt of Section 3 Noncompliance Complaint Form within seven (7) calendar days, CHA will consider the claim stated in the form as complete and correct and then conduct an investigation of your claim. CHA has sixty (60) calendar days once the complaint is deemed complete and correct, and the CHA determines that there is jurisdiction, to investigate the complaint to issue a final determination. If CHA cannot issue a final determination within sixty (60) calendar days from receipt of the Complaint, CHA will contact you to inform them that more time is needed to complete the investigation.
3. Once the Complaint is deemed complete and correct, and the complaint is deemed jurisdictional, the intake specialist will contact you within thirty (30) calendar days and interview you to collect facts about the alleged noncompliance with Section 3 regulations. Initial interviews are normally conducted by telephone. The intake specialist will then review the allegations to determine whether CHA has authority to investigate the Complaint.
4. The Section 3 Administrator will provide the noncompliance information to the Office of the Investigator General (OIG) to determine if there is any fraud or misconduct alleged in the complaint. If it is determined that the complaint falls under the jurisdiction of the OIG, a staff member from the OIG's office will complete the investigation.

Step 2 - Investigation

1. If it is deemed that CHA has the authority to investigate the Complaint, CHA will then assign an investigator to complete an investigation of the Complaint. As part of the investigation, CHA will interview you and any pertinent witnesses, as implicated in the Complaint. The investigator will also collect relevant documents, as appropriate.

Step 3 – Final Determination

1. After CHA completes its investigation, the investigator will issue a final determination of the complaint. The determination will include the findings of the investigation and a response to each allegation listed in the Complaint. You will be mailed a copy of the final determination to the address listed in the Complaint.



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Step 4- Resolution/Appeal

1. If CHA does find that Respondent failed to be in compliance with Section 3 regulations, CHA will work with you and the Respondent to try to resolve the issues between the parties involved. The investigator will not be involved in the resolution process as they are a neutral fact finding body.
2. If you do not agree with the determination made by CHA, you can file a complaint with the United States Department of Housing and Urban Development or pursue your claim through litigation. Once the CHA has issued their final determination, CHA will not assist you in any way, unless legally obligated, if you choose to further pursue the claim.