

DISPUTE RESOLUTION POLICY



1. Resident should bring requests or concerns regarding their housing or the housing assignment process to the attention of the local management office.
2. If the resident feels that the issue has not been adequately resolved, the issue will be immediately elevated to the Community Director.
3. If the resident feels that the issue has not been adequately resolved by the Community Director, the Community Director will immediately contact the Military Housing Office. Residents may request a meeting with the Community Director and the Housing Manager, Military Housing Office in order to personally present their request or concern.
4. If the resident feels that the issue has not been adequately resolved by the Community Director and the Housing Manager, Military Housing Office, the issue will be elevated to the (Base) AFB Dispute Resolution Committee* for final resolution.
5. The (Base) AFB Dispute Resolution Committee will meet within one week of official notification of the elevation of a dispute to the Dispute Resolution Committee level.
6. The resident will be notified of the decision of the Dispute Resolution Committee by close of business on the next business day.

* Dispute Resolution Committee: Housing Manager, Military Housing Office; Pinnacle Investment Manager and Command Representative.

I acknowledge that I have read and understand the “Dispute Resolution Policy” above.

Resident _____
(_____)

Date

Address: