



## HOUSING AUTHORITY OF THE COUNTY OF CLARK, NEVADA

5390 East Flamingo Road Las Vegas, NV 89122-5335

Phone: (702) 922-1623 Fax: (702) 922-1626 TDD: (702) 922-1558

---

### Customer Service Charter

#### ***HACC will strive to provide:***

- Efficient staff
- Accurate and up-to-date information
- Professional and courteous service
- Fairness in applying our policies

#### ***HACC employees will:***

- Comply with Department of Housing and Urban Development (HUD) Privacy and Confidentiality Policy.
- Inform you of your right to request a review of any decision (forms are available in the lobby).
- Tell you how to make a complaint.

#### ***HACC employees will continue:***

- To be fully informed about changes or updates to policies and new programs.
- Make commonsense decisions

#### ***Your visit to HACC:***

- You will not have to wait longer than 10 minutes for counter service
- Be greeted in a positive manner.

#### ***When you telephone HACC:***

- Staff will answer your call within three rings and announce their name.
- Should staff not be available during your call time, please leave a message and Staff will respond to telephone messages within the next 24 hours or sooner.

#### ***When you send a letter to HACC:***

- A HACC Employee will respond within 10 working days.
- 

## HOW HACC WILL HANDLE COMPLAINTS & CONCERNS

HACC is always seeking to improve their services and welcome customer comments. If you haven any suggestions or feedback, which may involve a complaint about our services, please contact us through any of the following methods:

- Complete a Customer Service Survey (located in the lobby)
- Call us at 702-922-1623

After HACC receives your comments and/or complaint we will respond within the timeframe listed in the Customer Service Charter. HACC will work hard to provide you with quality service; however, we realize that there may be occasions when our efforts fall short of these standards. When this happens, we will make every attempt to rectify the problem and you will receive a verbal or written notification of our efforts.

If your request a review or appeal you will be scheduled for a hearing. A HACC employee can advise you on whether a review or appeals process exists for your complaint and what action you need to take.