



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Chrystal Kornegay, Undersecretary

Language Access Complaint Procedure

You may file a complaint with the DHCD Language Access Coordinator or the Office of Access and Opportunity if you believe you have not received the services set out in the EA Language Access Plan. To file a complaint with the DHCD Language Access Coordinator, submit the written complaint to:

Brenda O'Donnell
Language Access Coordinator
Division of Housing Stabilization
Department of Housing & Community Development
100 Cambridge Street, Suite 300
Boston, MA 02114
(617) 573-1381
Brenda.ODonnell@state.ma.us

The DHCD Language Access Coordinator will investigate the circumstances alleged in the complaint and will work with you, staff, Contractors and advocates to resolve the issue.

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity
Office of the Governor
State House, Room 373
Boston, MA 02133
Jabes.Rojas@state.ma.us