

# Customer Feedback Form

**We encourage you to resolve your grievance at the time when the difficulty arises.**

Resident \_\_\_\_\_

Unit Number: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Person voicing concern (if not the Resident):  
\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Nature of Feedback**

Suggestion

Grievance

Other \_\_\_\_\_

**Internal Use:**

Received by: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_

## What Happens Next?

Should you express your grievance, community staff will not retaliate because of a grievance. It is Vista Prairie Communities desire to resolve any grievance in good faith.

If you feel your grievance has not been addressed to your satisfaction, or you wish to mail a written complaint directly, you may send it to:

Resident Grievance  
Vista Prairie Management, LLC  
11180 Zealand Ave N Champlin, MN 55316  
**Or email:**  
[customerservice@vistaprairie.org](mailto:customerservice@vistaprairie.org)

Landlord is an equal opportunity provider of housing for persons age 55 and over. Except with respect to age, as allowed by law, Landlord does not discriminate based on race, color, religion, sex, handicap, national origin or any other status protected by law in the rental or advertising of its housing units. If a Resident believes he or she has been discriminated against and is not satisfied with the outcome after filing a complaint with the Executive Director, the Resident may contact the local office of Housing and Urban Development or:

United States Department of Housing and Urban Development  
Assistant Secretary for Fair Housing and Equal Opportunity  
Washington, DC 20410



VISTAPRAIRIE  
COMMUNITIES™

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[vistaprairie.org](http://vistaprairie.org)

