

Register Now!

***HDLI's 3rd Annual Virtual 2-Day
Grievance Process Training***

August 20 & 21

12:00 - 4:00 PM ET each day (Via Zoom)

Provided by HDLI's CEO & General Counsel, Lisa L. Walker

Who Should Attend? This comprehensive training is for both new and seasoned hearing officers, all staff involved with lease infractions, terminations, and evictions, and attorneys who provide guidance on, or litigate, the propriety of grievance hearings and decisions.

All attendees receive personalized certificates of training. This year, we will cover:

- ✓ Best practices for recruiting and training hearing officers
- ✓ Implications of notable grievance process decisions by judicial circuit (across the U.S.)
- ✓ Must-have terminology in pre-termination, termination, and eviction notices
- ✓ Holding and documenting informal settlement conferences ([we provide templates!](#))
- ✓ Handling protracted hearing scheduling and rescheduling
- ✓ Prehearing protocols - discovery and preparation for the hearing
- ✓ Step-by-step guide for holding the grievance hearing ([we provide checklists!](#))
- ✓ Assessing the relevance and credibility of presented evidence
- ✓ Proper consideration of mitigating circumstances and reasonable accommodations
- ✓ Writing a defensible grievance decision ([we provide templates!](#))
- ✓ How to properly set aside the hearing officer's decision ([we provide templates!](#))

Useful materials and resources, including checklists and decision templates!

Registration Form on Next Page

Registration for HDLI's 2025 Virtual Grievance Process Training

Live on Zoom from 12:00 to 4:00 PM ET on both August 20 & 21

Contact Person: _____

Contact Email: _____

Agency/Firm: _____

Phone: _____

Number of training attendees: _____ See fees below. Discount for 5 or more attendees!

Attendee Email(s) if different than above: _____

If registering over 5 people, please attach list

- Registration Fees:**
- ☐ \$575 per attendee for HDLI members
 - ☐ \$495 per attendee for **5 or more attendees from same agency**
 - ☐ \$755 per attendee if not an HDLI member

Regrettably refunds cannot be provided after your registration is confirmed

TOTAL AMOUNT: \$ _____

☐ Check to be mailed (Make checks payable to "HDLI", must email form too)

☐ Charge my credit card (VISA, MasterCard, and American Express accepted)

Card Number: _____ Exp. Date: _____

Card CVV Code: _____ Zip Code: _____

To Register: Email this form to tcoyle@hdli.org

Mail checks to: HDLI, 630 I Street, NW, Washington, D.C. 20001
Must Email Form before training. Registration confirmation will be provided.

Questions? Contact HDLI's Tim Coyle at tcoyle@hdli.org