



## Community Investment Department Complaint Process

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FHLBI defines a complaint as follows: A complaint is an expression of dissatisfaction with the FHLBI Community Investment Department services and the Affordable Housing Program (AHP) products (competitive or set-asides) that requires a formal response.

Dissatisfaction with the outcome of an application and/or subsidy request does not constitute a complaint for purposes of this process.

**FHLBI requires that a complaint be formally submitted in writing and include the following information:**

1. The complainant's name, address, telephone number, and email address;
2. The homeowner or tenant's name, address, telephone number, and email address (if different from complainant);
3. The complete address of the AHP-assisted property;
4. The AHP project or program;
5. The FHLBI organization and individuals involved in the issue, along with a description of the issue, specifically:
  - a. What happened?
  - b. When (Date, Time, etc)?
  - c. Who was involved?
  - d. What resolution(s) is being sought?
6. Has the complainant tried to resolve the matter with the member and/or sponsor? If so, what was the result?
7. Names of other agencies the complainant has contacted about the issue and the subsequent response.

FHLBI will investigate the merits of the complaint to determine if a wrongdoing has occurred. Information in regard to a complaint will typically need to be shared with the organizations or individuals involved to facilitate an investigation unless you request that no information is shared. FHLBI will follow-up within 3-5 business days.

**Mail Written Complaints to:**

FHLBI-Community Investment Department  
8250 Woodfield Crossing Blvd.  
Indianapolis, IN 46240