

FOOTHILLS HOUSING NETWORK

GRIEVANCE POLICY FOR HOMELESS SERVICES

All applicants for assistance from any Foothills Housing Network program for homeless services or prevention shall be given a written copy of the following Grievance Process at the first in-person intake session.

In addition, all program participants shall be given a written copy of the following procedure along with any Notice of Action for denial or termination of assistance.

All grievances and resulting decisions and actions shall be maintained in the project files.

Foothills Housing Network Grievance Process for Denial of Application or Termination of Assistance

A grievance provides you the opportunity to review the way an agency has handled your situation concerning your stated need for housing assistance. The grievance is a private, informal meeting or telephone call with a representative of the Foothills Housing Network, you and anyone you wish to have with you as a witness or to help you tell your story. The case manager who made the decision on your application may also be present.

1. *If you disagree with the action taken, you must notify your case manager and their supervisor in writing **within 10 business days** from the date of the written decision.*
 - *Send your written response, saying that you wish to file a grievance, to your case manager and their supervisor at the address on the 'Notice of Action' letter.*
2. *The Supervisor, along with your case manager will review the action taken.*
 - *The Supervisor will notify you of the decision to either reverse or uphold the action **within five business days**.*
 - *If the action is upheld, the supervisor will automatically forward the grievance request to the FHN CoC Program Coordinator, who will make the final determination.*
3. *The FHN CoC Program Coordinator will contact you **within five days** of receiving the grievance notice from the Processing Organization. She may request a meeting with you and may consult with the Foothills Housing Network appeals committee at her discretion.*
4. *You will receive written notification of a decision on your grievance within **15 business days** of your written notice to your case manager and supervisor that you wish to file a grievance.*
5. *All grievances and decisions will be maintained in the project files.*

FHN CoC Program Coordinator:
[Rebecca L. Wareham, MSW](mailto:rwareham@rrregion.org)
rwareham@rrregion.org

(540) 829-7450