



GRIEVANCE POLICY:

CoC-Funded Project

Purpose:

All agencies participating in the Continuum of Care (CoC) have the right to file a complaint or grievance about the provision of services, housing, or the operations of the coordinated entry system. The Portsmouth Homeless Action Consortium maintains an agency grievance procedure to ensure that agency's complaints are dealt with promptly and in an unbiased manner.

Scope:

Agencies should consider utilizing this grievance procedure for any complaints against another agency's CoC-funded project.

NOTE: Complaints related to the CoC funding application, CoC funding awards, or Coordinated Entry System are handled through separate grievance processes. This form should not be used for these types of complaints.

Policy:

Informal Grievance Procedure: If an agency in the CoC has a complaint about a decision or action concerning their agency, the agency is encouraged to first bring the matter to the attention of the person or agency against which they are filing the grievance as a verbal or informal grievance procedure. It is intended that discussion between the parties shall resolve the issue.

Internal Grievance Procedure: Before filing a formal grievance with the CoC, the person or agency must first exhaust the internal grievance procedures of the agency against which they are filing the grievance and provide documentation of the results of this grievance procedure.

If the agency is not satisfied with the result of the informal grievance procedure or internal grievance procedures, or an internal or informal grievance process is not appropriate or feasible, a formal grievance procedure, as outlined below, should be initiated:

1. Agency's Executive Director completes grievance form and submits to the CoC Lead Agency.
2. The CoC Lead Agency will review the complaint and substantiate the claims. This process will include gathering all pertinent information and supporting documentation from both parties to substantiate or disprove the allegation.
3. The CoC Lead Agency will confer with the PHAC Executive Committee as necessary to resolve the complaint.
4. A written response to the grievance will be sent to both parties involved within thirty (30) days of receipt. If either party involved is not satisfied with the result of the grievance review, they will be given the opportunity to file an appeal.
5. The appeal will be brought to the PHAC Executive Committee. The Executive Committee will provide a written response to the appeal within fifteen (15) business days.
6. The decision of the PHAC Executive Committee will be final.

Anti-Retaliation Policy

The Portsmouth Homeless Action Consortium CoC provides agencies and clients who wish to file a grievance the opportunity to do so without retaliation from the party accused or any representative associated. Retaliation includes, but is not limited to; harassment, intimidation, violence, program dismissal, refusing to provide services, use of profane or derogatory language to or in reference to the complainant, or breach of contract.

The Portsmouth Homeless Action Consortium CoC will take immediate steps to stop retaliation and prevent its recurrence. These steps will include, but are not limited to:

- a. Technical Assistance
- b. Complying with a Corrective Action Plan
- c. Written report of grievance and retaliation to program funder(s)
- d. Discontinuing CoC Funding (Decision made at the discretion of the CoC Executive Committee)

The CoC Lead Agency will request supporting documentation from the alleged victim of retaliation to substantiate all claims. Supporting documentation may include: police reports, emails, and eye-witness statements. All documentation will be shared with the PHAC Executive Committee.

Grievances Against an Agency's CoC-funded project

Grievances against an agency's CoC-funded project must specifically relate to CoC program components, regulations, and requirements listed under 24 CFR Part 578 or the "Portsmouth Homeless Action Consortium Policies and Procedures" adopted by the Executive Committee, including:

- a. Full participation in the Coordinated Entry system and abidance by the Coordinated Entry Policies and Procedures adopted by the Executive Committee
- b. Housing First practice and prioritization of rapid placement and stabilization into permanent housing that does not have service participation requirements or preconditions for entry

Grievance Form

Name: _____

Title: _____

Agency: _____

Named Agency in Complaint: _____

Project Title in Complaint: _____

Nature of Complaint (*describe action taken to resolve the complaint with the Agency's leadership, why it is still outstanding, and what documentation to support the complaint is attached.*)

Date Submitted: _____

Signature: _____