

Grievance Policy and Procedure for Applicant Organizations

Purpose

The purpose of the grievance procedure is to settle any grievance between an Applicant Organization and the Continuum of Care as quickly as possible to assure an equitable and efficient Consolidated Grant Application process.

Policy

A grievance may be filed by any applicant organization that claims it has been adversely affected by:

1. Improper application of rules, regulations and procedures concerning participation in the Consolidated Application process;
2. Improper interpretation of rules, regulations and procedures concerning participation in the Consolidated Application process;
3. Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Application process;
4. Violation of rules, regulations or procedures concerning participation in the Consolidated Grant application process; and
5. The score assigned or the determination made by a reviewing committee.

The GVPHC Leadership Committee, excluding any representatives of the Applicant Agency in question or other conflicted parties, shall hear grievances from applicant agencies.

Procedures

Procedure for Filing Applicant Grievances

1. The following steps must be followed in the order given. An applicant organization may not omit a step. If the CoC Program Administrator fails to respond, the applicant organization may then file an appeal with the GVPHC Leadership Committee.
2. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response or recommendation. Working days shall not include weekends or legal holidays.
3. A copy of the grievance should be retained by the applicant organization. All copies should note the date that the grievance was filed and the date that the project administrator received the grievance.

Grievance Process:

Step 1 In order to be considered, a grievance must be filed in writing with the GVPHC within (3) working days from the date of notification or the occurrence. The applicant must use the official grievance form, and email it to gvphcintake@theplanningcouncil.org.

The CoC Program Administrator has three working days from receipt of the grievance form to investigate the claim and make a determination or recommend the matter be appealed to the GVPHC Leadership Committee.

If the Program Administrator accepts the applicant's proposed solution, the grievance will be considered resolved.

If the Program Administrator rejects the proposed solution, another recommendation will be made. The applicant agency has three working days to accept the revised solution at which time the grievance will be considered resolved.

If the Program Administrator recommends the grievance be appealed to the GVPHC Leadership Committee, a meeting will be scheduled within five working days.

Step 2 If the applicant organization is not satisfied with the Program Administrator's determination and rejects the revised solution, the applicant organization has three working days to file an appeal with the GVPHC Leadership Committee using the official form. The Program Administrator will email the form to the Leadership Committee for response.

The members of the GVPHC Leadership Committee will have three working days to either accept or reject the proposed solution with 100% participation, or call for a Leadership meeting to be held to discuss the grievance.

If the Leadership Committee unanimously accepts the proposed solution, the grievance will be considered resolved.

If the Leadership Committee is divided in its determination, or if requested by a Leadership Committee member, a Leadership meeting will be scheduled within three days to discuss the grievance. The Leadership Committee must meet a quorum in order to make an official determination.

Step 3 If no proposed solution has been accepted by the applicant organization, or as requested by the GVPHC Program Administrator or a member of the Leadership Committee, a meeting will be scheduled to include the GVPHC Leadership Committee and its Program Administrator as well as the applicant organization. The meeting will follow the attached agenda and will conclude with a final vote.

General Provisions

1. The Grievance Forms provided by the GVPHC should be used in pursuing a resolution of the grievance.
2. The applicant organization may represent itself or be represented by a chosen representative when presenting the organization's grievance.

Leadership Committee Grievance Meeting Agenda

All documents to date copied for each member, including but not limited to:

- Grievance Forms E
- Email Correspondence
- Scorecards

1. Chair or Vice Chair will call the meeting to order
2. Agency presents grievance (55 minutes)
3. CoC Program Administrator presents results of investigation and proposed solution (55 minutes)
 - . Agency rebuts proposal (55 minutes)
5. Leadership Committee has opportunity for questions (115 minutes)
6. Closed discussion if needed) (115 minutes)
7. Closed Vote
 - a. Accept Program Administrator's proposed solution
 - b. Accept Applicant Organization's proposed solution
 - c. Leadership makes final determination and solution

** Note: Grievance Forms attached*

If the agency feels there is a grievance they will fill out the grievance file form, pg TBD, within three (3) days of aggrieved decisions.

Send to
COC
Program
Administrator

COC Program Administrator

- Notify the Leadership Committee with a copy of the Grievance Form
- Will investigate the grievance and respond to the proposed solution within 72 hours.

COC PA accepts proposed solution

Grievance
Resolved

COC PA rejects
proposed solution
and makes another
recommendation.

Agency has 72 hours to
accept revised solution
or to appeal to
Leadership Committee

Agency Accepts

Agency Rejects

Email to Leadership
Committee with
proposed Solution

LC Divided

LC Accepts
Proposed
Unanimously

LC Member
calls for
Meeting

COC PA recommends Leadership
Meeting
Scheduled within Five Business
days

Leadership
Meeting

Grievance
Resolved



Greater Virginia Peninsula Homelessness Consortium

Grievance Form (1)

Applicant Organization: _____

Applicant Representative: _____ JJob Title: _____: _

Applicant Representative Email Address: _____

Applicant Representative Phone Number: _____: ____

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

[Empty box for nature of grievance]

A just and fair solution to our grievance is:

[Empty box for just and fair solution]

We understand that this complaint must be submitted no later than three working days from the date of the aggrieved occurrence. The GVPHC Program Administrator has three working days to investigate and respond to this complaint, and if we wish to further appeal this grievance, we will have three working days from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

Date

Signature

Date received by the GVPHC Program Administrator:: _____

GVPHC Program Administrator must respond by: _____

GVPHC Program Administrator Signature: _____



Greater Virginia Peninsula Homelessness Consortium
Grievance Response Form (1b)



Applicant Organization: _____

Applicant Representative: _____

Program Administrator: _____

GVPHC Program Administrator Response:

Date

Signature

Notice to Applicant: If not satisfied with this response to the appeal you have three working days from receipt of this response to submit an appeal to the GVPHC Leadership Committee. Grievances not appealed timely are considered settled.



Greater Virginia Peninsula Homelessness Consortium
Grievance Response Appeal Form (2)



We have received the Program Administrator's response on (date) _____. We are dissatisfied with the proposed solution to our grievance. We hereby appeal to the Leadership Committee of the Greater Virginia Homelessness Consortium.

Reason for further appeal. (Use additional pages if needed.)

Date

Signature



Greater Virginia Peninsula Homelessness Consortium

Grievance Response Appeal Form (2b)



The GVPHC Leadership Committee must respond via email to this grievance no later than _____.
If there is not a unanimous decision, a meeting will be scheduled within five working days to conclude the grievance.

GVPHC Leadership Committee Response:

_____ Members Accepting Applicant's Proposed Solution

_____ Members Accepting Program Administrator's Proposed Solution

_____ Members Abstaining

A meeting will be held to address and conclude this grievance.

Date: _____

Time: _____

Place: _____

Date

Signature

The decision of the GVPHC Leadership Committee is the final decision for the CoC.