



## **Lake County Continuum of Care**

### **Grievance Policy**

The Lake County Continuum of Care is committed to providing a transparent process to address problems as they arise within the CoC, this includes Lake County Continuum of Care (LCCoC) Members and Administrative Entity, LCCoC Agency Members, and clients receiving services funded by the LCCoC. All members and consumers should feel comfortable that their complaints will be addressed promptly, fairly and without fear of retaliation. Problems are best addressed as close to the source as possible and the LCCoC encourages resolution of problems through internal processes. All LCCoC funded agencies are expected to maintain internal grievance processes that ensure prompt and fair attention to issues as they arise, and that guard against retaliation. To the extent issues are not able to be resolved, the LCCoC has established this policy to govern how grievances may be brought to the LCCoC.

This policy covers grievance procedures for members, agencies, and clients receiving services funded by the LCCoC. Formal grievances need to be submitted within six months of the incident being reported. Six months allows an incident to be fairly investigated. The Executive Committee will not investigate former grievances older than six months.

## **Grievance Procedure for Lake County Continuum of Care Members**

### **Grievance**

Members of the LCCoC and members of the public have the right to file a complaint or grievance if they believe a LCCoC Member has violated the Governing By-Laws Code of Conduct or Conflict of Interest Policy.

### **Informal Grievance Procedure**

If a Member of the LCCoC or member of the public has a complaint regarding the conduct or conflict of interest of a Member, the complaint or grievance should be first brought to the attention of the person of which the complaint or grievance is about, as a verbal or informal grievance procedure. It is intended that discussion between the parties shall resolve the issue, to a mutually agreeable resolution.

### **Formal Grievance Procedure**

If a LCCoC Member or member of the public is not satisfied with the result of the informal grievance procedure, a formal grievance procedure shall be initiated:

- 1.) A grievance form shall be submitted to the LCCoC Executive Committee. The form can be found at the end of this document.
- 2.) The Executive Committee will review the grievance and investigate the claim, gathering all information and documentation to substantiate or disprove the claim.
- 3.) A written response to the grievance will be sent to the party that filed the grievance form within 20 business days of the official review by the Executive Committee.
- 4.) A written appeal may be submitted within 20 business days. The Executive Committee will respond within 15 business days.
- 5.) The decision of the LCCoC Executive Committee will be final.

## **Grievance Procedure for LCCoC Agencies**

### **Grievance**

All agencies participating in the Lake County Continuum of Care have the right to file a complaint or grievance about the provision of services, funded projects, or the operations of the coordinated entry system.

### **Informal Grievance Procedure**

If an agency in the LCCoC has a complaint about a decision or action concerning their or any other Agency Member, the agency is encouraged to first bring the matter to the attention of

the person or agency against which they have a grievance or complaint, verbally in an informal grievance procedure. It is intended that discussion between the parties shall resolve the issue, to a mutually agreeable resolution.

### **Formal Grievance Procedure**

Before filing a formal grievance with the LCCoC, the agency or person must first exhaust the internal grievance procedures of the agency against which they are filing a grievance and provide documentation of the results of the informal grievance procedure. The formal grievance procedure shall be initiated:

- 1.) A grievance form shall be submitted to the LCCoC Executive Committee. The form can be found at the end of this document.
- 2.) The Executive Committee will review the grievance and investigate the claim, gathering all information and documentation to substantiate or disprove the claim.
- 3.) A written response to the grievance will be sent to the party that filed the grievance form within 20 business days of the official review by the Executive Committee.
- 4.) A written appeal may be submitted within 20 business days. The Executive Committee will respond within 15 business days.
- 5.) The decision of the LCCoC Executive Committee will be final.

The LCCoC provides agencies the opportunity to file a grievance without the fear of retaliation from the agency or personnel of the agency that was named in the complaint. The LCCoC will take immediate steps to help resolve complaints that will include, but are not limited to:

- a. Technical Assistance
- b. Creating a Corrective Action Plan
- c. Provide a Written Report to the Agency Directors and Program Funders
- d. Discontinuing CoC Funding

Grievances against an agency's CoC-funded project must specifically relate to CoC program components, regulations, and requirements listed under 24 CFR Part 578.

### **Grievance Procedure for Client of LCCoC Funded Projects**

#### **Grievance**

It is important to have a mechanism for clients to address grievances or complaints promptly. Clients need to feel that their concerns are well heard that they are treated respectfully and

that the agency makes every effort to formally investigate complaints in a fair and thorough manner. Clients need to know that we are engaged in continuous improvement of our services.

### **Informal Grievance Procedure**

If a client feels they received unsatisfactory service or poor treatment, that they were not assessed fairly, that they were discriminated against it is important to handle these complaints first using the agencies informal grievance procedures. It is intended that discussion between the parties shall resolve the issue, to a mutually agreeable resolution. If the complaint/ grievance is not resolved, then a grievance form can be filed with the LCCoC. The client must be informed that there will be no retaliation for adhering to grievance procedures.

### **Formal Grievance Procedure**

When a client requests a formal grievance form from the LCCoC, the client shall be treated seriously and with sensitivity. If he/she requests assistance, a member of the Executive Committee or Administrative Entity will work with the client to fill out the form.

- 1.) A grievance form shall be submitted to the LCCoC Executive Committee. The form can be found at the end of this document.
- 2.) The Executive Committee will review the grievance and investigate the claim, gathering all information and documentation to substantiate or disprove the claim.
- 3.) The Executive Chair will approach the agency's LCCoC representative, explain the complaint or grievance and ask for a response. Responses will be documented, and all forms will remain confidential.
- 3.) A written response to the grievance will be sent to the party that filed the grievance form within 20 business days of the official review by the Executive Committee.
- 4.) A written appeal may be submitted within 20 business days. The Executive Committee will respond within 15 business days.
- 5.) The decision of the LCCoC Executive Committee will be final.

The LCCoC will work with both the Agency and Client to mediate and resolve the complaint.

Adopted July 1, 2021



## Grievance Form

Name of Person or Entity Filing Complaint: \_\_\_\_\_

Named Agency or Member in Complaint: \_\_\_\_\_

What was the first date the grievance was made? \_\_\_\_\_

Name of agency staff/person grievance was reported to? \_\_\_\_\_

Nature of Complaint (describe action taken to resolve the complaint with the Agency/Member, why is it still outstanding, do you have documentation to support the complaint?):

Date Submitted: \_\_\_\_\_

Signature: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Submit to the Lake County Continuum of Care: **lakecoc.org** or with any LCCoC Project Provider

Received by: \_\_\_\_\_ Date: \_\_\_\_\_