*\*\*Please refer to pg 28 of the* [*Quality Assurance Standards (QAS)*](https://www.sccgov.org/sites/osh/ContinuumofCare/CoC%20Toolkit/Documents/Quality%20Assurance%20Standards/SCC%20CoC%20Quality%20Assurance%20Standards%20-%2010.9.20%20-%20HUD%20Mega%20Waiver.pdf) *for further information on grievance procedures.*

NAME OF PROGRAM seeks to provide the best possible service to its service users, partners and the community as a whole. This includes preventing the escalation of conflicts, resolving conflicts, and improving program environments for clients and staff. This also involves a response to any complaints, concerns, issues or problems that may occur. The grievance policy exists as a framework to ensure that each problem is dealt with sensitively, quickly, and fairly.

The client has the right to register formal complaints regarding permanent housing services and will not be denied these services based upon such complaints If you have a complaint about the performance of PROGRAM NAME’s staff, program decisions, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.

1. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to the Manager/Director of the program you are participating in. The Manager/Director shall meet with you or provide you with a written response to your written complaint within 5 working days of the meeting or receipt of your written complaint.

1. If you are still unsatisfied with the decision made, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to AGENCY NAME’s Executive Director or her/his designee. The Executive Director or her/his designee shall meet with you or provide you with a written response to your written complaint within 5 working days of the meeting or receipt of your written complaint.

Clients are entitled to reasonable accommodations and modifications to the grievance process. The client must also be informed that accompaniment by an advocate (e.g., co-worker, friend, family member, etc.) during the grievance process is permissible, they are entitled to present their grievance before a neutral decision-maker, and that the complaint may be withdrawn by the client at any time.

I certify that the information in this document was explained to my satisfaction in my own language and a copy of this form was given to me.

Participant Name Printed Date

Participant Signature Date