

Purpose:

This policy and procedure is written to describe the procedure for any client within the Coordinated Entry system who has a complaint regarding their experience. The hope is to resolve any incongruities between policy and practice in order to create a better system experience for all involved.

Policy:

Every COC agency involved in Coordinated Entry is expected to act in accordance to the Coordinated Entry Policies in the Coordinated Entry Manual. Furthermore, each client within the system shall be treated with dignity and respect throughout the process. The Coordinated Entry system will respond quickly to resolve any client grievances in order to enrich the system through the procedure identified below.

Procedure:

- 1) Whenever possible, every effort must be made to resolve concerns directly with the party involved, via discussion, compromise and clarification of possible misunderstandings.
- 2) All COC partner agencies are expected to provide clients with procedures for addressing grievances. When conflict resolution does not produce desired results or is not possible, clients will be directed to follow the agency's specific grievance procedures of the agency.
- 3) If there is no resolution found through the grievance procedure of the agency directly involved, the client may submit a complaint or concern to the Coordinated Entry Program Coordinator via telephone (414-256-4808). If needed, a case manager or street outreach worker will assist the client in making the complaint or concern known.
- 4) The Coordinated Entry Program Coordinator will respond to you within 3 business days of the telephone contact to attempt to resolve the issue. The resolution will be documented and held with IMPACT, Inc., the agency that houses the Coordinated Entry Program Coordinator.
- 5) If there is no resolution through this process, the grievance will be forwarded by the Coordinated Entry Program Coordinator to the Coordinated Entry Client Rights Specialist.
 - a. The Coordinated Entry Client Rights Specialist is a voting member of the Coordinated Entry Leadership team designated by a majority vote of Coordinated Entry Leadership every January.
- 6) The Client Rights Specialist has 3 business days to respond to the client to attempt to resolve the complaint or concern. As needed s/he will bring the grievance forward to the Coordinated Entry Leadership team for feedback and decision-making.
- 7) If there is still no resolution, the client has the option to have a hearing with the Grievance Hearing sub-committee comprised of a CoC Board member, a case manager or street outreach worker, the Lead Agency, and a peer. This hearing will occur as soon as

practicably possible for all sub-committee members involved after the client requests this step. Any action recommended at this hearing will be communicated to the client within one week of this meeting. This decision – via a majority vote – is final.

Client rights relating to grievance procedures:

- 1) Any grievance will remain confidential, shared only between client and necessary staff and documented in client files.
- 2) All agencies involved in Coordinated Entry will cooperate fully and offer assistance to clients in understanding and asserting their rights and issuing a grievance or complaint.
- 3) All clients may ask for representation or assistance with following the steps in the procedure.
- 4) Representation of clients may come from agency or partner agency staff or an outside resource, depending on the client's preference. Outside representation can be sought by the client independently or with staff assistance and will target community and public service entities as resources.
- 5) No person will receive punitive treatment as a result of filing a grievance.