

Grievance Procedure for Coordinated Entry Participants

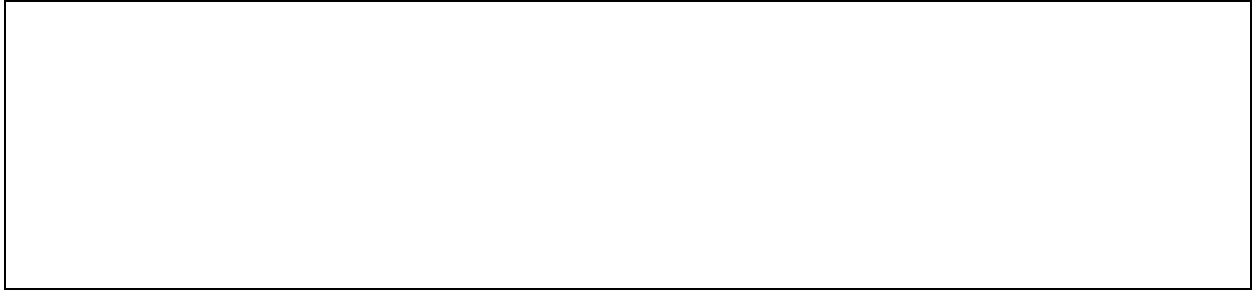
We care about your experience in our program and want to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem-solving methods. You can report concerns or problems without fear of services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you come into conflict with a staff person or you feel that you have not been treated fairly as a participant of our program, or if you have a particular concern regarding services:

- We encourage you to attempt to resolve concerns with the staff person, or the manager of the program directly and promptly.
- If you do not feel safe addressing the conflict with that person directly, you have the option of communicating with that person's supervisor.
- If you are not satisfied with the outcome of that discussion or if attempts to address your concerns are not resolved to your satisfaction, you have the option of filing a formal grievance using the form below. This grievance form will go to the Homeless Program Coordinator. You may also contact the Homeless Program Coordinator directly at 509-667-6685.
- You will be notified of the outcome of your grievance through your preferred method of contact below.

If you have any questions about this procedure, please speak to any Homeless Housing Network staff person.

Your Name:
Email and/or phone number to contact you at:
Date of grievance:
Your grievance:



Please give this to a Homeless Housing Network staff person.