



## Council for the Homeless Grievance Process

The Council for the Homeless (CFTH) hopes to resolve the concerns people receiving services may have either in person or by phone. We want to work through any challenges and provide excellent assistance to our community.

If CFTH makes a decision that you do not agree with, you may file a grievance which gives you the chance to review the decision, explain why you disagree, and what you would like to see happen instead. This form can be found on the CFTH website or requested by calling the Housing Solutions Center or directly asking a Housing Solutions Center staff member. **If you need a document translated or an interpreter, you may request it at any point.**

If you have questions about submitting a grievance, or need a replacement copy you may ask for assistance from *any* CFTH staff member at the Housing Solutions Center (HSC), on the Housing Hotline or find the form on the CFTH website. The grievance form should be completed and turned back into the Council for the Homeless by dropping it off to the HSC, e-mailing or mailing (please see contact information below).

You may also request assistance filling out a grievance form verbally by asking *any* CFTH staff member for assistance at the Housing Solutions Center or on the Housing Hotline. You would then talk with a staff member (different from whomever is involved with the grievance) over the phone and verbally share what you would like written on the form.

When a grievance is submitted, the CFTH Coordinated Entry Director or Diversion Director, depending on the focus of the grievance, will review the grievance and may contact you to review why the decision was made or ask for additional information. The grievance decision will be provided based on your chosen communication method and language within 15 business days from when CFTH staff receive your grievance form.

If the CFTH Coordinated Entry or Diversion Director responds to the grievance and you disagree, you have 30 calendar days to request (through e-mail or phone call) that the grievance be considered by the CFTH Executive Director. The Executive Director will make the final decision regarding the situation within 10 days of the submitted final grievance. The final decision will be provided in the preferred communication method and language chosen on the grievance form.

<b>CFTH Mailing Address</b> 2500 Main St. Vancouver, WA 98660	<b>Housing Solutions Center Lobby Address</b> 2306 NE Andresen Vancouver, WA 98660 (Call first, to see if open)	<b>Grievance Contact Information</b> (360)699-5106 x. 2  <a href="mailto:info@councilforthehomeless.org">info@councilforthehomeless.org</a>
---	--	--