

Rochester/SE MN Continuum of Care Grievance Policy and Procedure for Written and Verbal Complaints

Policy Statement

It is the policy of the Rochester/SE MN Continuum of Care (CoC) to provide its members with a fair and efficient process to present and resolve complaints and grievances. In the case of complaints about programs, it must be clear that the CoC is not an official oversight entity but does have considerable influence.

Written Complaints about the CoC

Any written complaint against the CoC will be reviewed by the Executive Committee within ten days of its receipt. The Coordinator or one of the Co-Chairs will respond within 30 days by:

- Assisting the complainant in articulating /identifying issues, if needed.
- Determining what action needs to be taken, if any.
- Responding in writing to complainant with clear identification of issue and specifics about its proposed resolution.

If the resolution is not satisfactory to the complainant, he/she will be asked to take the complaint to the CoC's Interagency Task Force representative and to its funder, Minnesota Housing.

Complaints about a Program Receiving McKinney-Vento Funds

- A first-person written and/or documented complaint will be considered a **grievance**.
- A verbal, second-hand or hearsay complaint will be considered a **complaint**.
- The person making the grievance or complaint will be asked to put the problem in writing and submit it to the Coordinator or one of the Co-Chairs*. If the complainant does not want his name attached to the complaint, his anonymity will be protected. If the complainant is unwilling to put the concern in writing, the Coordinator or another CoC member will document what has been said.
- Each situation will be treated seriously and with sensitivity, and will be documented for the record with date, time, program name, and nature of the complaint, as well as with any action taken towards resolution.
- Once a complaint or grievance has been submitted, the Coordinator or Co-Chair will approach the problem program's representative, explain the complaint or grievance, and ask for a response to the charge(s). Responses will be documented. It will be up to the Coordinator or Co-Chair to decide if the matter needs to be discussed by the Executive Committee and shared with the full committee. A second complaint or grievance will be handled the same.
- If a program receives a third complaint, the Executive Committee will review the situation and recommend action. The Executive Director of the program being reviewed will be asked to respond to the Executive Committee. The Executive Committee will decide if the matter warrants vetting before the full committee.
- All complaints or grievances involving **vulnerable adults** will be immediately turned over to the appropriate county office.

Complaints about a Homeless Program not Involved in or Funded through the CoC

- Any complaints received against programs that are components of the Continuum but not participants in the process will be recorded. Information will be shared with Executive Committee, the CoC Committee and/or funders or other stakeholders if and when deemed appropriate.
- All complaints or grievances involving **vulnerable adults** will be immediately turned over to the appropriate county office.

*All complaints and grievances should be submitted to the Coordinator. However, if there is a **conflict** apparent with reporting problems to the Coordinator, reports can be made to either of the Co-Chairs.