GRIEVANCE PROCEDURE FOR APPLICANT ORGANIZATIONS

Purpose
The purpose of the grievance procedure is to settle any grievance between an Applicant Organization and The Coalition for the Homeless as quickly as possible to assure an efficient and fair competition.

Eligibility
A grievance may be filed by any applicant organization that claims it has been adversely affected by:
1. Improper application of rules, regulations and procedures concerning participation in The Coalition’s Grant application process;
2. Improper interpretation of rules, regulations and procedures concerning participation in The Coalition’s Grant application process;
3. Disparity in the application of rules, regulations and procedures regarding participation in The Coalition’s Grant application process;
4. Violation of rules, regulations or procedures concerning participation in The Coalition’s Grant application process;
5. The score assigned by the Applicant Review Team.

Procedure for Filing Applicant Organization Grievances
The following steps must be followed in the order given. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response or recommendation. Working days shall not include weekends or city and/or county holidays.

Step 1
In order to be considered, a grievance must be filed in writing with the Coalition within 24 hours of funding communication. This written grievance should be sent to grievance@homelesshouston.org and the Director of Public Grants at cserbo@homelesshouston.org. The Coalition has twenty four (24) hours from receipt of the grievance form to respond and resolve grievance.

Step 2
If the applicant organization is not satisfied with the proposed resolution the applicant organization has twenty-four (24) hours to file an appeal with The Way Home CoC Steering Committee Grievance Committee using the official form.
The Grievance Committee has forty-eight (48) hours to investigate, talk with the grievant and respond in writing using the official form.

General Provisions
1. The Grievance Forms provided by the Project Manager should be used in pursuing a resolution of the grievance.
2. The applicant organization may represent itself or be represented by a chosen representative when presenting the organization’s grievance.

*Note: Grievance Forms attached below
Application Process Grievance Form

Applicant Organization: _________________________________________________________

Applicant Representative: ______________________ Job Title: _______________________

Organization’s Address: _______________________________________________________

Organization’s Phone Number: _________________________________________________

We have discussed this complaint with the Chief Program Officer and received his/her verbal answer on (date) ______________________. Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)
A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty-four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

___________________   ________________________________
Date                Signature
Applicant Organization: ___________________________________________

Applicant Representative: _______________________________________

The Way Home CoC Steering Committee Grievance Committee Response to Applicant Organization’s Complaint:

Grievances not appealed timely are considered settled at the previous level.

_____________________________  ________________________________
Date                                      Signature