Purpose

The purpose of the grievance procedure is to settle any grievance between an Applicant Organization and The Way Home Continuum of Care 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 Way Home FY2019 CoC Grant Competition process;
2. Improper interpretation of rules, regulations and procedures concerning participation in The Way Home FY2019 CoC Grant Competition process;
3. Disparity in the application of rules, regulations and procedures regarding participation in The Way Home FY2019 CoC Grant Competition process;
4. Violation of rules, regulations or procedures concerning participation in The Way Home FY2019 CoC Grant Competition process;
5. The score assigned by the Applicant Review Team/changes to Scoring Reports after deadline.

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 CoC Lead Agency within 24 hours of funding recommendation public announcement. This written
grievance should be sent to grievance@homelesshouston.org and the Senior Manager of Grants & Compliance at cscerbo@homelesshouston.org. The CoC Lead Agency has forty-eight (48) 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
THE WAY HOME FY2019 HUD CoC GRANT
Competition Grievance Form

Applicant Organization: _________________________________________________________

Applicant Representative: ___________________________ Job Title: ______________________

Organization’s Address: _________________________________________________________

Organization’s Phone Number: ___________________________________________________

We have discussed this complaint with the Director of Programs 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