**Best Practice Template:**

**GRIEVANCE PROCESS & FORM**

**INSTRUCTIONS FOR TEMPLATE USE:**

* **Purpose:** This template outlines how a survivor might follow the program’s grievance process.
* **How to use this template:** You may adapt this template to fit your needs and the work you do. You may change wording to match the language used in your program. Before using this template with a housing applicant, please delete this instructions page. Also, please delete any notes in grey. Be sure to replace all highlighted text with your program’s information.

**BEGINNING OF TEMPLATE**

*[AGENCY LETTERHEAD]*

**GRIEVANCE PROCESS**

**What Is a Grievance?**

* In any place where people live together, conflicts, complaints, and concerns may arise. Such problems are known as grievances. They might arise between one person and another. They might arise within families or with staff. They might have to do with a policy or rule.
* The grievance process allows you to formally report your complaint or concern. It lets you be heard. And it gives you a chance to solve the problem.

**What Are Your Rights?**

During the grievance process, you have the following rights:

* To have your concerns taken seriously. To have them answered in a fair and timely manner;
* To privacy in all related communications (written and spoken, including e-mail). To have your confidentiality protected at all times;
* To get copies of all records related to your grievance (written and recorded);
* To ask for help from outside groups such as advocacy groups for:
  + civil rights,
  + tenants’ rights,
  + anti-discrimination in housing and social services; and
* To know that you will not have to move out or lose services just for taking part in the grievance process.

**Exceptions:**

* We ask that all written grievances are reported by a single person, not by a group. However, survivors are welcome to meet as a group with advocates to talk about the same concerns.
* In order to best respond to any urgent safety concerns, we may not strictly follow the steps below.

**Grievance Process: With Other Members of the Program**











**Grievance Process: With Program Policies or Staff**



























**GRIEVANCE FORM**

*Please write your answers or speak your answers for program staff to write down.*

### Today’s date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Safe way we can contact you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What kind of grievance do you have? Is it with a person, a rule, a staff member?

Date of the event or timeline of events that led to this grievance:

Is this your first formal grievance about this problem? If no, how did you report your grievance before? What was the response?

Briefly explain the grievance (please note if more pages are attached):

I have been given a copy of the program’s Grievance Process. I have had the chance to ask any questions that I have about the process .

Signature of Person Reporting Grievance Date

Signature of Advocate or Other Staff Date

Signature of Supervisory Staff or Director Date

**PROGRAM RESPONSE:**

Date of response:

Explain the response to the reported grievance, and to all people involved:

Notes from meeting with program member:

Next steps and timeline for action(s):

**FINAL ACTIONS AND RESPONSE:**

Explain the final response and how the problem will be solved, to all people involved:

Signature of Person Reporting Grievance Date

Signature of Advocate or Other Staff Date

Signature of Supervisory Staff or Director Date

Important Phone Numbers and Contact Information

**Agency**

* [Agency] Crisis Line/24-hour line:
* Your advocate
  + Name:
  + Phone:
  + Email:
* Residential Supervisor
  + Name:
  + Phone:
  + Email:
* Residential Director
  + Name:
  + Phone:
  + Email:
* Executive Director
  + Name:
  + Phone:
  + Email:

**Housing Related**

* Maintenance
  + Phone
  + Email
* Landlord
  + Phone
  + Email

**Community Resources**

In case of emergency call: 9-1-1

Non-Emergency Police Department:

[Others?]