

3.7 Grievance

PURPOSE

The purpose of this policy is to establish a clear and structured grievance process for individuals, families, programs, and partners involved in the Memphis and Shelby County Coordinated Entry System (CES). This process ensures that concerns related to CES policies, procedures, identification, and placement are addressed fairly, transparently, and promptly, providing multiple levels of resolution to uphold the integrity and effectiveness of the CES.

FORMS

Appendix K CES Grievance Form

POLICY

All participants in the CES, as well as the programs and partners involved, have the right to file a grievance regarding the Memphis/ Shelby County CES as it pertains to its policies and procedures, including the identification and placement process.

A grievance form must be delivered to the CES facilitator for an official grievance to be filed. Upon receipt, the CES facilitator will exhaust every effort to satisfy the matter within ten (10) days. The complainant or their representative will be notified using the matched method of communication noted on the grievance form.

If the matter is still not resolved, the concern should be addressed in writing to the Executive Director of CAFTH who will work to resolve the matter within ten days of receipt. The complainant or their representative will be notified using the matched method of communication.

If no resolution has been reached using the assistance of the Executive Director, the matter shall be submitted in writing to the Governing Council of the Memphis/Shelby County Homeless Consortium. The Governing Council will determine the best course of action and respond accordingly within 45 days of receipt. The complainant or their representative will be notified using the matched method of communication. All decisions by the Governing Council shall be considered final.

KEY TAKE AWAYS

- **Right to File a Grievance:** All participants, programs, and partners in the CES have the right to file a grievance concerning any aspect of the CES, including policies, procedures, and the identification and placement process.
- **Structured Grievance Process:** Grievances must be formally submitted using a grievance form delivered to the CES facilitator. The CES facilitator is responsible for attempting to resolve the grievance within ten days and will notify the complainant using the communication method indicated on the grievance form.
- **Escalation Procedure:** If the grievance is not resolved by the CES facilitator, it can be escalated in writing to the Executive Director of CAFTH, who will work to resolve the issue within ten days. If still unresolved, the grievance may be further escalated to the Governing Council of the Memphis/Shelby County Homeless Consortium, which will respond within 45 days, with its decision considered final.
- **Communication and Timeliness:** Throughout the grievance process, the complainant or their representative will be kept informed of progress and outcomes using their preferred method of communication. Each stage of the grievance process has a defined timeframe to ensure timely resolution, emphasizing the importance of addressing concerns swiftly and effectively.
- **Final Authority:** The Governing Council of the Memphis/Shelby County Homeless Consortium serves as the final authority in the grievance process, ensuring that all concerns are handled with the highest level of oversight and fairness.

This policy ensures that all grievances related to the CES are managed in a fair, transparent, and timely manner, providing multiple levels of recourse for participants and partners to address their concerns.