

YOUR RIGHTS

EVERY CLIENT HAS THE RIGHT TO:

SAFETY

to receive services without fear of harm to your personal well-being

INFORMATION

to know about the services available, what you can expect and what is expected of you

PRIVACY

to have a private environment when discussing your personal situation with staff

CONFIDENTIALITY

to be assured that any personal information will remain confidential unless you have given permission for it to be shared

CHOICE

to be able to make your own decisions, for staff to explain the impact of your choices on the services you receive and for staff to respect your decisions

GRIEVANCES

can be made without fear of retaliation

RESPECT

to be treated with dignity, empathy, courtesy, consideration and attentiveness

FAIRNESS

to not face discrimination based on race, religion, ethnicity, national origin, sexual orientation, gender identity, age, political beliefs, or disability.

FAMILIES

are allowed to stay together without requiring proof of relationship; children under 18 should never be separated from their parents, regardless of gender identify

COPIES OF DOCUMENTS

that you sign or contain your personal information will be provided to you upon request

ACCESS

to shelter regardless of disability

If you feel your rights have been violated, see the back page for the grievance process.

Detroit Homeless Response System Consumer Grievance Procedure

Policy: All households served by a homeless program in Detroit have the right to file a complaint or grievance if they feel they have been treated unjustly by any program or agency.

Procedure:

Staff at your program should explain to you what your rights are and how the grievance procedure works. If you feel your rights have been violated follow these steps:

step
1

File a grievance with the program you are staying in. If you don't know how to file a grievance, ask for the Recipients Right's Advisor to help you. If the agency doesn't have a Recipients Right's Advisor ask for a Program Manager or Director to explain the process to you. After following this process, if you do not feel like your grievance has been resolved **OR** if you believe you will be retaliated against for making a grievance, **move on to step two.**

step
2

Submit a formal grievance to Homeless Action Network of Detroit (HAND) following the process outlined below:

- **Complete the grievance form and submit to HAND.** This form should be made available to you at your program or you can request a copy from HAND. If you need help submitting the form, please contact the CoC Coordinator at HAND at (313) 964-3666 x108.
- HAND will first contact you **via phone** to gather more information. HAND will also reach out to the agency for more information. A Grievance Review Committee who is not connected to your program will review all the information gathered and make a decision within **twenty (20) business days of the review.** If you are satisfied with the outcome, your grievance will be closed. If not, move on to step 3.

step
3

If you are not satisfied with response to your grievance you will be invited to participate in a **case conference with staff from HAND and the Grievance Review Committee.** If you are satisfied with the outcome, your grievance will be closed. If not you can then file a grievance with the appropriate funding body, following the grievance procedure of that body (such as HUD, MDHHS, etc.). A member of the Grievance Committee can assist you with figuring out that process, if needed.