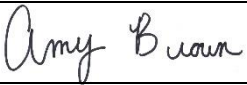


Detroit CoC Agency vs. Agency Grievance Policy & Procedure

Policy Title	Detroit CoC Agency Grievance Policy
Date Developed/Revised	November 2017; December 2, 2019
Most recent Date Adopted by Board	December 2, 2019
Signed by Board Chair	 Amy Brown

Policy: All agencies participating in the CoC have the right to file a complaint or grievance if the agency has a concern about the provision of services, housing, etc. of another CoC-Funded Agency or the operations of the Coordinated Entry System (In Detroit, this is known as the CAM – Coordinated Assessment Model).

Overview: The Detroit CoC maintains an agency grievance procedure to ensure that agency’s complaints are dealt with promptly and in an unbiased manner. Agencies should consider utilizing this grievance procedure for the following types of complaints:

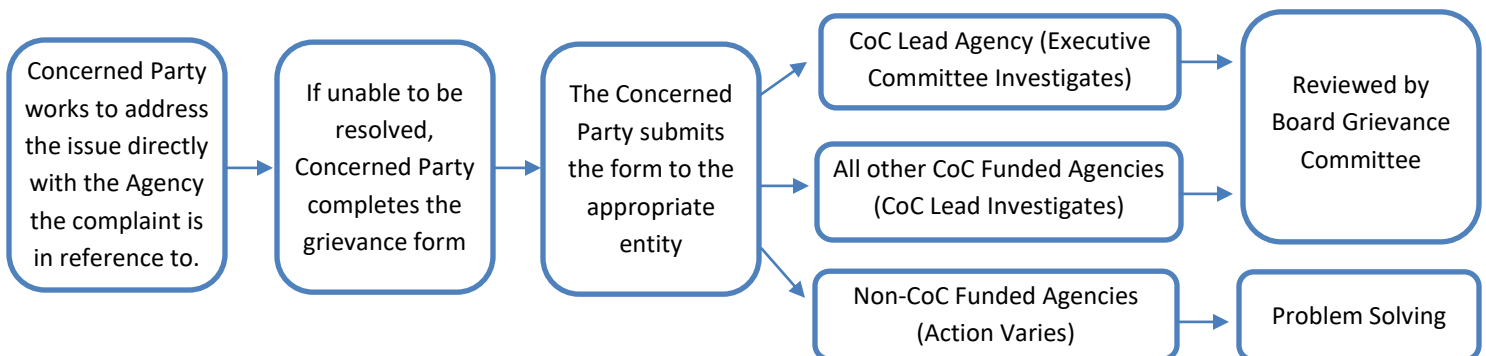
- Against another agency
- Against a process within the CoC
- Against the CoC Lead Agency (Grievances against the CoC Lead Agency will be submitted to the CoC Board Executive Committee. All other grievances are submitted to the CoC Lead Agency on behalf of the CoC Grievance Review Committee.)
- Against the CAM Lead Agency

NOTE: Complaints related to the CoC funding application or CoC funding awards are handled through a separate grievance processes. This form should not be used for this type of complaint.

Examples of applicable Agency Grievances:

- Agency feels clients are not receiving adequate services from another agency
- Agency feels clients are not being served well by CAM
- Agency feels another agency is not being a sufficient partner
- Agency believes another agency to be out of compliance with Federal Regulations

Grievance Procedure: If an agency in the CoC has a complaint about a decision or action concerning their agency or another agency in the Detroit CoC, the Concerned Party should follow the process outlined below:



1. The Concerned Party should first bring the matter to the attention of their supervisor. The supervisor should identify a representative from their agency to pursue direct mediation with a representative of the agency against which the complaint is in reference to. It is intended that this method of informal discussion between the parties shall occur prior to submitting a formal grievance to the CoC with the hope that it will resolve the issue. If the concerned party is not satisfied with the result of the discussion, proceed to the following steps.
2. Concerned Party completes the Agency grievance form (Addendum B) and submits to the CoC Lead Agency. If the grievance is against the CoC Lead Agency, then the Concerned Party submits the grievance to the Executive Committee.
3. The CoC Lead Agency (or Executive Committee) will review the complaint and investigate the claims. This process will include gathering all pertinent information and supporting documentation from both parties to assist the Grievance Review Committee in determining whether to substantiate or disprove the allegation. A grievance is determined to be “substantiated” when there is sufficient evidence to support that the claim is true.
Note: Non-compliance at any point during the investigation process will result in automatic substantiation of the grievance in question.
4. The CoC Lead Agency will bring the grievance before CoC Board Grievance Review Committee. The Grievance Review Committee will determine whether or not to substantiate the allegation. A written response to the grievance will be sent to both parties involved within (20) days of the review.
5. If either party involved is not satisfied with the result of the grievance review, they will be given the opportunity to file an appeal or request a Case Conference. The Case Conference process is outlined later in the policy in Addendum A. If an appeal is filed, the CoC Grievance Review Committee will provide a written response to the appeal within twenty (20) business days.
6. The decision of the Committee acting on behalf of the CoC Board will be final unless the Committee sees fit to escalate it to the CoC Board. If the grievance was initiated by or against the CoC Lead Agency, the CoC Board may ultimately make the final decision.

Anti-Retaliation Policy

The Detroit CoC provides agencies and clients who wish to file a grievance the opportunity to do so without fear of retaliation from the party accused or any representative associated. Retaliation includes, but is not limited to; harassment, intimidation, violence, program dismissal, refusing to provide services, use of profane or derogatory language to or in reference to the complainant, or breach of contract.

The Detroit CoC will take immediate steps to stop retaliation and prevent its recurrence. These steps will include, but are not limited to:

Technical Assistance

Complying with a Corrective Action Plan (CAP)

Written report of grievance and retaliation to program funder(s)

Discontinuing CoC Funding (Decision made at the discretion of the CoC Board)

The CoC Lead Agency will request supporting documentation from the alleged victim of retaliation to substantiate all claims, similar to the process outlined above. Supporting documentation may include: police reports, emails, and eye-witness statements.

Please note: non-compliance with the Grievance Review Committee’s efforts to investigate claims of retaliation will result in automatic substantiation.

Addendum A – Case Conference Procedure

Overview:

The term “case conference” is most frequently utilized in reference to legal proceedings. In this capacity, case conferences are held to assist the two parties to come to a settlement outside of court. The case conference allows the judge to review the claims each side is making, determine where there is agreement, and to see whether anything other than a trial that can resolve the issues in dispute. In essence, case conferences operate as structured problem-solving sessions. The Detroit CoC has modeled its Case Conference procedure after judicial case conference proceedings.

Procedure:

1. Each party is given 10 minutes to share their side of the story uninterrupted. In this presentation, they are to clearly name their desired resolution for the case conference. This will be timed, and time-signals/warnings will be provided.
2. At the conclusion of each presentation, a designee from the Grievance Committee will succinctly relay back the main points they have heard the presenter say to ensure they have heard correctly. The presenter will then be given an opportunity to clarify and/or (briefly) add anything that was missed.
 - a. Note: For Case Conferences, the Grievance Review Committee will be made up of the standing committee members and an impartial designee from the Executive Committee. This designee is added to ensure transparency, impartiality, and thorough evaluation of the pending action.
3. At the conclusion of both presentations, the Grievance Committee will be given 10 minutes to ask any follow-up or clarifying questions. This will also be timed.
4. The Grievance Committee will then be given 10 – 15 minutes to confer internally (separate from the two parties). This discussion will be aimed at the following:
 - a. Identifying and recording areas of overlap/agreement that may be utilized to help build a solution
 - b. Clearly naming and recording the issue(s) in dispute.
 - i. Disputed areas could potentially include: 1 or more elements of the original grievance, the Grievance Committee’s determination, or the follow-up required by the Grievance Committee as a result of their determination.
 - c. Brainstorm any potential solutions/resolutions to the named issues
 - i. This can include solutions which may require one or both of the parties to compromise/make amends.
 - ii. These potential solutions will be used to guide the conversation when the entire group reconvenes
 - d. Name and record any outstanding questions or concerns
 - e. Develop a plan to assist in mediating a resolution between the two parties
5. The entire group will reconvene. The Grievance Committee will be given 5 minutes to ask any additional questions that arose in the internal discussion.
 - a. If the Committee feels more internal discussion is necessary after receiving these answers, an abbreviated step 5 can be reapplied.
6. The Grievance Committee will then review the areas of agreement and dispute they have identified with the two parties.
 - a. The parties will be given an opportunity to affirm or amend. This process should take no more than 5 minutes.
7. The Grievance Committee will then discuss the potential resolutions with the two parties. This process is meant to be iterative and to assist in finding a mutual resolution. This may require adapting the original proposal or developing an alternative solution.

- a. Ideally, this section would not exceed 20 minutes. However, as this is the most important element, it may take longer.
 - b. If agreement is reached, the resolution will be documented and signed by both parties.
 - c. If agreement is unable to be reached, the Grievance Committee will determine if another Case Conference will be held or if the matter will need to be escalated to the appropriate funder for further action.
8. A summary of the case conference will be provided to the two parties within 20 days of the session being held.

Addendum B – Agency Grievance Form
Detroit Continuum of Care
Agency Complaint/Grievance Form

If you have a complaint/grievance that you would like to file regarding the Detroit Continuum of Care and/or specific provider please complete the following form. The complaint/grievance will be investigated, and a response will be provided within 20 days of committee’s decision.

*This form is two-sided. **Please fill out both pages.***

1. Name of Person Making Complaint: _____ Agency: _____

Please use the space below to provide information about your complaint.

2. Please list BOTH the agency name **and** the specific program your grievance is against. If you do not know the program name, but know the program type (e.g. Permanent Housing, Shelter, etc.), please list that.

Agency: _____ Program: _____

3. Date of Complaint: _____ Date of event(s): _____

4. Have you tried to resolve the concern directly with the agency already? (circle one): YES NO

Note: If you have not taken action with the agency, please do so before pursuing this process at the CoC Level (unless you fear retaliation). A link to the grievance policy can be found [here](#) or on HAND’s website (handetroit.org).

5. What was the outcome of the action you’ve taken directly with the agency?

6. What action do you feel the agency should have taken?

7. **Statement of Complaint** – Please provide details of the situation and complaint including any of the specific dates of occurrence as well as the agencies, programs and/or staff involved. (If more space is needed, please attach another sheet of paper.)

8. **Desired Resolution/Response** – What would you like to happen as a result of your complaint?

Please provide your contact information so that we can follow up with you – in case we have additional questions and to inform you of the final determination.

- a. Primary Phone Number (if available): _____
- b. Secondary Phone Number (if available): _____
- c. Email Address (if available): _____
- d. Address (if available): _____

9. What is the best method to contact you? (circle): Phone Call Text Email Other: _____

10. May we share this grievance form with the agency your complaint is against? (circle): YES NO

Signature of Person Making Complaint: _____ Date: _____

This form can be submitted to the Detroit CoC Coordinator. Submissions may be sent through the following channels:

- a. Email to: coc_coordinator@handetroit.org
- b. Fax to: (313)221-8383
- c. Mail to : 3701 Miracles Blvd. Suite 101 Detroit, MI, 48201

Important Note: If the complaint is against the CoC Lead Agency, HAND. Please submit the grievance to the CoC Board Chair at CoCdetroit@gmail.com