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Due Process and Grievance Procedure

Background

Section 6.5.3 Grievance Procedure

CHG Lead/sub grantees must have a written grievance procedure for households seeking or receiving services which includes the household's right to review decisions and present concerns to program staff not involved in the grievance.

This procedure must:

- Clearly describe how households can request a review or report concerns
- Be accessible to all households seeking or receiving services

Due Process and Grievance Procedure

Coastal Community Action program (CCAP) recognizes the rights of individuals receiving assistance under the due process of law. This process consists of the following:

- a. Providing the program participant with a written copy of the program rules and the termination process (Client Termination and Denial of Services) before the participant begins to receive assistance (Client Responsibilities Agreement);
- b. Providing program participants access to a Grievance Form, available upon request or by download from the CCAP website.
- c. Written notice to the program participant containing a clear statement of the reasons for termination or denial of extension
- d. Opportunity to present written (use CCAP Grievance Form) or oral objections before a person other than the person (or a subordinate of that person) who recommended the termination or denial of extension decision, or is otherwise alleged by participant to have violated program rules. This may include presentation to the Housing Program Director.
- e. Written or oral objections should be made to the Housing Program director or a Housing Program Manager within 5 days of notification of termination.
- f. Prompt written notice of the final decision shall be provided to the program participant. Final decisions will be communicated to the program participant and case manager within three working days.
- g. Additionally, CCAP will attempt (and document that attempt) to assist the participant in finding additional resources to decrease the likelihood that they will become homeless as a result of termination or denial of extension. This assistance must be documented and clearly stated in HMIS so funders can view the reason for termination during site visits, monitoring, and audits.