



101 East Market Street, Aberdeen WA 98520 | phone: (360) 533-5100 | website: coastalcap.org

Policy Name: Complaint Policy
Application Level: HCS (Housing and Community Service)
Date Implemented: 6.23.23
Approved by: *Dept. Director*
Date(s) Revised: 9.16.25
Date(s) Reviewed:

Policy

Coastal Community Action program (CCAP) recognizes the rights of individuals to receive assistance within the eligibility standards and guidelines for each specific program. CCAP also recognizes the need to provide due process for applicants, participants, employees, volunteers and members of the public to file complaints regarding services, policies, and treatment.

PROCEDURE:

Complaint Procedure and Due Process

Coastal Community Action program (CCAP) recognizes the rights of individuals to receive assistance within the eligibility standards and guidelines for each specific program. CCAP also recognizes the need to provide due process for applicants, participants, employees, volunteers and members of the public to file complaints regarding services, policies, and treatment.

Complaint Contact Information:

If you have a complaint or concern, please contact the person listed below:

- **Title:** Housing Program Director
- **Address:** 101 East Market Street, Aberdeen WA 98520
- **Email:** danielh@coastalcap.org
- **Website:** coastalcap.org

Complaint Submission and Process:

a. How to Submit Complaints: Complaints may be submitted: in writing, verbally, by email or by phone. Complaints may also be made anonymously and will be identified as such for records purposes.

b. Response Timelines:

- Initial acknowledgment of complaint: Within 2 business days
- Investigation and response: Within 10 business days
- Final decision communication: Within 3 business days of decision

c. Complaint Filing Timeframe: Written or oral complaints should be made to the Housing Program Director or Designee within 10 business days of the incident or issue being complained about.

d. Final Decision Notice: Prompt written notice of the final decision shall be provided to the complainant within three working days, if contact information is provided.

Escalating a Complaint:

If you feel your complaint was not handled properly or if you are afraid of retaliation, you may skip CCAP's internal process and go straight to one of the following:

Lead Grantees:

- Grays Harbor County: housingcomplaints@graysharbor.us
- Lewis County: Kirstine.Ward@lewiscountywa.gov
- Pacific County: dsheldon@co.pacific.wa.us

Washington State Department of Commerce

- **Grant Manager:** megan.kendig@commerce.wa.gov

Anonymous complaints can also be submitted to Commerce.

Accessibility and Language Services:

This complaint procedure is written in plain talk to help everyone understand it easily. If you need help understanding or completing the complaint, we will provide translation, interpretation, or disability accommodations. Ask any staff person or call us to request this help.

Anti-Retaliation Protection:

CCAP strictly prohibits any form of retaliation against individuals filing complaints, including but not limited to:

- Fines and fees
- Denial of services
- Harassment or intimidation
- Other punitive enforcement actions

No individual shall face negative consequences for filing a complaint in good faith.

Public Access and Posting:

This complaint policy will be posted in all CCAP offices and on the CCAP website. It will also be available in all participant handbooks and intake paperwork. Staff will review the complaint process with participants during intake. This complaint procedure is available to all applicants, participants, employees, volunteers and members of the public through request or download on CCAP website.

Complaint Log:

CCAP keeps a complaint log that tracks every complaint and what was done to resolve it. This log may be reviewed during site visits, monitoring, or audits by Commerce.

Federal Program Complaints:

If your program is funded by the U.S. Department of Housing and Urban Development (HUD) and all other options have been tried, you can also contact HUD to file a complaint.

X

HCS Director