

LA FAMILY HOUSING

Participant Grievance and Complaint Policies and Procedures

LA Family Housing strives to ensure that all participants have a positive experience during their enrollment in any LA Family Housing program. We highly encourage staff to routinely ask participants if they have any complaints and to resolve these as quickly as possible.

LA Family Housing does not discriminate against participants regarding the enrollment or the provision of services in any program based upon a participant's race, color, ancestry, ethnicity, religion, primary language, national origin, citizenship, immigration status, disability (mental or physical), sex, gender, pregnancy, gender identity, gender expression, medical condition, genetic condition, age, sexual orientation, marital status or familiar status.

LA Family Housing has implemented the following Grievance and Complaint Policies and Procedures that allows participants the opportunity to contest any action or decision that the participant believes to be unfair and/or discriminatory on the above grounds.

All participants will receive this Participant Grievance and Complaint Policies and Procedures and Program Rules to review and sign at entry to any of our programs. The signed copy will be maintained in their file. Additionally, all LAFH staff will be trained in these policies and procedures during the hiring process.

Copies of the LAFH Participant Grievance and Complaint Policies and Procedures, Complaint Form, Grievance Form, and Second Level Review Form will be posted and available to all participants at our sites, including but not limited to the Individual Solutions Center (ISC), Family Solutions Center (FSC), and all Interim Housing sites, as well as on our LAFH website at <https://lafh.org/grievances>.

GRIEVANCES

A grievance is an official statement of complaint over something believed to be wrong or unfair. Types of grievances include but are not limited to:

- Quality of services
- Quality of facility
- Program rule violations
- Non-nutritious food
- Participant favoritism
- Harassment
- Discrimination
- Wrongful termination or exiting from the program
- Assault and battery
- Substance abuse (or sale of)
- Theft

Participants can initiate the grievance procedure at any time including when they receive a warning (verbal or written), a termination notice, or when they have a general complaint with program policies and procedures that they feel will not be adequately addressed following the above-referenced complaint procedure. The following procedure allows participants the opportunity to address these grievances.

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1. If a participant wishes to file a grievance, they will be given a copy of the Grievance Form. They can use a form from our entry sites, request one from any staff member, or complete the form on the LAFH website (<https://lafh.org/grievances>). If completing a paper copy, participants can submit a completed form to any staff member at LAFH.

NOTE: If a participant does not initiate the grievance with LAFH and instead goes directly to the Los Angeles Homeless Services Authority (LAHSA), LAHSA will send over a Notice to LAFH with the grievance attached and LAFH will start the grievance process at the time of notification.

2. All completed paper and electronic forms will be immediately forwarded to LAFH's Director of Contract Compliance & Data to then immediately provide it to the appropriate Program Director and Associate Director(s).
3. Action will be taken on received grievances within 3 business days. A confidential (except as mandated by legal requirement or process) face-to-face grievance meeting with the participant will be administered by the Program Director and/or Associate Directors associated with the program in which the participant is or was last enrolled: Engagement, Outreach, Interim Housing, Housing Navigation, Stabilization, Permanent Supportive Housing. If the meeting is in response to a termination appeal, the LAFH staff member who approved the termination decision will not be present.
4. A written decision in response to the grievance will be issued to the participant within 3 business days of a grievance having been made.
5. The grievance form and written resolution will be emailed to LAFH's Director of Contract Compliance & Data within 72 hours of being presented to the participant. The Director will have the documentation uploaded into HMIS Files with the following naming convention: Category: Grievance, Predefined Name: Grievance Documentation. A case note is not required.

LA City Dispute Resolution

The LAFH staff member providing the written decision in response to the grievance will also concurrently explain the participant's right to a review of the written decision through a dispute resolution service. The LAFH staff member will assist the participant with a referral to such a service, if desired. The LAFH staff member will initiate the service within 48 hours of the participants request and will attend any dispute resolution service summons. The participant may elect to use the following "cost-free" resolution service:

Office of the Los Angeles City Attorney Dispute Resolution Program
200 N. Spring Street, 14th Floor, Los Angeles, California 90012
Telephone: 213-978-1880
Fax: 213-978-1312
Email: mediate@lacity.org

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Second Level Review of Grievance

If the staff members are unable to resolve a grievance or if the participant feels that the grievance has not been thoroughly or appropriately addressed, participants may request a second level review. All second level reviews will be completed by a different staff than the staff who reviewed the initial submission.

The participant will need to fill out the Second Level Request Form and submit along with their original Complaint/Grievance and resolution. This will escalate their grievance to an LA Family Housing senior staff member (a Deputy Chief Program Officer) who will meet with the participant and review the grievance and related documents to resolve the grievance. The participant will again be provided with a letter of determination that consists of the facts that led to the decision not to exceed 10 business days from the receipt of the form.

LAHSA Grievance Resolution Appeal

If the participant feels that LAFH has not followed our established Grievance Procedure, they have the right to file a due process appeal with LAHSA. The purpose of the LAHSA appeal will be for LAHSA to determine whether LA Family Housing has provided due process by following the procedures within this grievance policy.

Participants wishing to use this service can make their request known to the Chief Program Officer. The Chief Program Officer will assist the participant in completing the [LAHSA Grievance Resolution Appeal Form](#) and will process the appeal form by either supplying the participant with a stamped envelope addressed to LAHSA or by emailing or faxing the appeal form to LAHSA. LAFH will process the appeal form within 48 hours of giving the participant its written decision in response to the grievance.

Grievances, Los Angeles Homeless Services Authority (LAHSA)
811 Wilshire Blvd., Suite 600, Los Angeles, California 90017
Fax: 213-892-0093
Email: grievances@lahsa.org

COMPLAINTS

LA Family Housing is committed to addressing any complaints participants may have. The following procedure allows participants the opportunity to address these complaints.

1. If a participant wishes to file a complaint, they will be given a copy of the Complaint Form. They can use a form from our entry sites, request one from any staff member, or complete the form on the LAFH website (<https://lafh.org/grievances>). If completing a paper copy, participants can submit a completed form to any staff member at LA Family Housing.
2. The staff member who receives the completed form will write the day it was received and will immediately give it to the manager of the program the participant is or was last enrolled in. The

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manager will have seven (7) business days to address any complaints from the day written in. This might result in a meeting, mediation, or a written resolution.

3. After any meeting, mediation, etc., the manager will provide written documentation of the resolution of the complaint within an additional seven (7) business days to the participant.
4. The manager will upload the original complaint and resolution into HMIS Files with the following naming convention: Category: Agency Forms, Predefined Name: Other, Name: "Complaint Form - <dd/mm/yyyy>". A case note with the title "Complaint Resolution" must also be added.

I am aware and fully understand the LAFH Participant Grievance and Complaint Policies and Procedures, as explained by program staff.

Participant Signature

Date

Staff Signature

Date