



**HPRP Kansas City Project Hope
Neighborhood and Community Services Department
Human Services Division**



Grievance Policy

As a participant in the Homelessness Prevention and Rapid Re-Housing Program you have the right to file a complaint, grievance and appeal if you are not satisfied with any action taken, staff decision, or if you believe you have experienced discrimination or abuse. The following procedures are intended to provide an effective, impartial and expedited process to resolve differences in a manner satisfactory to all parties. All documentation related to a grievance or appeal will be kept in a separate file for quality assurance review.

1. **Complaint** - Prior to filing a formal grievance, you should bring your concern to the attention of the staff member involved to an attempt to resolve the issue, or to the KCMO 3-1-1 Call Center. A complaint may be verbal or written and must be logged according to agency policy whether received by phone, in person or in writing. Upon request by either you or the case manager, the staff member's supervisor may be present for the discussion.

2. **Grievance** - If the situation is not resolved, a grievance must be submitted within two business days in order to request further review of your complaint. The steps of the grievance process are as follows:
 - You are encouraged to describe your concern in writing and submit it to the case manager's supervisor.
 - The supervisor will contact you to schedule an appointment to discuss the grievance.
 - Within 5 (five) business days of the discussion a written explanation of the decision, including any actions taken, will be sent to you.

3. **Appeal** - If the decision is not satisfactory, you may file an appeal to seek a secondary review. The steps of the appeal process are as follows:
 - You must describe your concern in writing and submit it to the agency/lead agency executive director.
 - The executive director will contact you to schedule an appointment to discuss the grievance.
 - Within 5 (five) business days of the discussion a written explanation of the decision, including any actions taken, will be sent to you.

4. **Administrative Appeal** - If the decision of the appeal is not satisfactory, you may file a request for an administrative appeal. Submit your written appeal, along with the response of the agency, to HPRP Kansas City Project Hope, c/o Supervisor of Administration, Neighborhood and Community Services Department, 3200 Wayne Avenue, Kansas City, MO 64109. After careful review of all documentation you will receive a response within 5 (five) business days of the appeal.

By signing below you are agreeing that you have read and understand the above complaint, grievance and appeal policy, and the procedures that must be followed, and have been provided a copy of these guidelines.

Participant
Signature: _____ **Date:** _____
Witness
Signature: _____ **Date:** _____