

HVF Grievance Procedure

HVF is committed to providing an environment for employees, board members and clients where each has an avenue of timely redress of grievance issues. The HVF Executive Director, staff and/or Board of Directors will treat each individual grievance with respect and will provide decisions within a specified timeframe that addresses the grievance/complaint. Each complainant has the responsibility of providing enough written information from which to establish the grievance and to act upon it.

The procedure to for addressing problems and/or complaints related to the HVF SSVF program will consist of the following:

1. The complainant should try to resolve the problem with their primary case manager.
2. If the problem cannot be resolved with the primary case manager, the HVF SSVF program manager/clinical director will become involved and meet with both the case manager and the complainant.
3. If the HVF SSVF Program Manager/Clinical Director cannot resolve the problem, the HVF Director will be consulted and the complainant, case manager, and the program director will meet with the HVF director.
4. The Veterans Administration SSVF Regional Coordinator may become involved and/or consulted if grievances cannot be resolved by the previously stated steps.

In the event that grievances cannot be resolved by following steps 1-4, the complainant may file a written grievance directly to the HVF grievance committee, which consists of HVF Board Members, by writing to the following address:

Homeless Veterans Fellowship
Compliance Team
P.O. Box 1706
Ogden, Utah 84402-1706

Your written complaint must contain at a minimum:

- Your name
- Your address
- Your phone number
- The nature of the complaint
- The date of occurrence(s)
- Specifically whom the complaint is against

The HVF Compliance Team will have forty five (45) calendar days in which to respond from the date your grievance is received (they will try to resolve your grievance sooner than 45 days if possible). HVF assures each grievant that the person named in the grievance will not be involved in the final decision. Decisions will be provided in writing not later than forty five (45) calendar days from the time the grievance is received. If a decision is not able to be reached within forty five (45) calendar days, the grievant will be provided written reason(s) for the delay and an approximate date the decision will be rendered.