

HVF Grievance Procedure

HVF provides agents and participants with a mechanism to timely redress complaints. A complaint is defined as any complaint, grievance or report alleging discrimination, harassment, violation of rights or the Codes of Conduct. All HVF agents will address all complaints respectfully and provide decisions within the designated time frames.

Complaint Resolution Process

To facilitate satisfactory resolutions, complainants should follow these resolution steps and processes:

1. Try to resolve the problem with their primary case manager, or, if the complaint concerns him or her, the next HVF agent in the chain of command.
2. If the complaint cannot be resolved at the lowest level, the HVF Program Manager(s) will contact the complainant within three (3) business days to address the complaint.
3. If the HVF Program Manager(s) cannot resolve the problem, he or she will consult the HVF Executive Director, who, within two (2) business days, will contact the complainant.
4. Then, if the complaint cannot be resolved by steps 1-3, the HVF Executive Director will contact the Veterans Administration Homeless Outreach Program liaison or the Veterans Administration SSVF Regional Coordinator for further guidance.

When a complaint cannot be resolved by following steps 1- 4, the complainant may file the complaint directly to the HVF complaint committee by completing and submitting the HVF Complaint to:

HVF
Compliance Team
P.O. Box 1706
Ogden, Utah 84402-1706

The complaint committee will consist of the Executive Director, Finance Manager, Program Manager(s), HVF Board Members as assigned by the Board Chair and Veterans Administration Homeless Outreach Program liaison (if available).

Within five (5) business days from receiving the complaint, the HVF Compliance Team will adjudicate the complaint. They will issue their written decision within fifteen (15) business days from receiving the complaint. If unable to do so within fifteen (15) business days, they will notify the grievant in writing regarding the reason(s) for the delay and then provide its projected decision date. The grievant will not participate in the deliberations or the decision.

I acknowledge that I have received a copy of the Homeless Veterans Fellowship grievance procedure.

Signature/Date: _____