



San Francisco Department of Homelessness and Supportive Housing

Participant Grievance Policy

Purpose of Policy

All services contracted by the Department of Homelessness and Supportive Housing (HSH) must comply with all Federal, State, and local laws and regulations, including Fair Housing. Further, the San Francisco Homelessness Response System does not tolerate discrimination on the basis of any protected class—including actual or perceived race, ethnicity, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status—during any phase of the Coordinated Entry or housing assistance. Additionally, all participants are entitled to fair, respectful, and equitable treatment. This policy outlines the steps a participant should take to inform HSH of any unresolved grievance.

Statement of Policy

Housing and services providers are required to have an internal grievance procedure through which complaints are handled. Program participants **must attempt** to resolve the issue by raising the grievance directly with the provider responsible.

After a participant has exhausted the agency's internal grievance procedure, the participant can file a grievance with HSH based on the following grounds: (1) unsatisfactory services or poor treatment, (2) discrimination, and/or (3) unfair procedures.

i. General Grievance

A participant can file a general grievance if the participant believes they received unsatisfactory services or poor treatment.

ii. Non-discrimination Grievance

If an individual feels that they were discriminated against because of actual or perceived race, ethnicity, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status, they have the right to file a nondiscrimination grievance. Examples of a nondiscrimination grievance include, but are not limited to:

- Requests for reasonable accommodations were unfairly denied, or
- Services were inaccessible due to linguistic or cultural barriers.

iii. Assessment Process Grievance

If an individual believes they were not assessed fairly, they have the right to file a grievance of the assessment process. However:

- Assessment process grievances will only be considered if the assessment was conducted improperly and/or information that would have an impact upon the score was omitted or not considered.



- Assessment process grievances will not be considered if the assessment was done properly and with full information, but the client is unhappy with the resulting prioritization.

Filing a Grievance

If a participant has reason to believe they received unsatisfactory services or poor treatment, discrimination occurred, and/or the assessment procedure was unfair, they should file a written grievance which states the following information, if known:

- The type of grievance they are filing,
- Names of all relevant staff involved in the grievance,
- Agency employing the staff, and
- Specific details that resulted in the grievance.

The written grievance should be addressed to the Programs Division Manager. All grievances will be received at:

hshgrievances@sfgov.org

or

Programs Division Manager: Housing _____ Coordinated Entry ____ Other ____
Department of Homelessness and Supportive Housing
P.O Box 427400
San Francisco, CA 94142-7400

Please include contact information for adults in the household in order to facilitate follow up.

After a Grievance is Filed

HSH will investigate the facts presented within thirty days from when the grievance was filed. Fifteen business days after completing the investigation, HSH will write a report of the investigation's findings with a decision on whether unfair treatment, discrimination, and/or faulty assessment practices occurred and will clearly state what recourse the participant can expect. HSH will share the outcome of the investigation with the adults who filed the grievance at the contact information provided.

