



GRIEVANCE POLICY

Client concerns and grievances should be resolved promptly and fairly. Grievances about experience(s) with homeless housing programs should be directed to the program and follow the grievance policy and procedures of that organization. If the client concern cannot be resolved at the services provider level, the Western Virginia Continuum of Care grievance policy will be followed. The written appeal request should be sent to the VA-513 Lead Agency within 5 business days to attention of:

Mr. Michael Wong
Harrisonburg and Redevelopment Housing Authority
P.O. Box 1091
Harrisonburg, VA 22803

Agencies should maintain internal documentation of all complaints received. Grievances about CHI policies and procedures or a participating programs' screening or program participation practices which appear to have a discriminatory impact should be directed to the CHI Lead Agency.