



Due Process and Grievance Procedure

Background

Section 6.5.3 Grievance Procedure

Lead/subgrantees must have a written grievance procedure for households seeking or receiving services which includes the household's right to review decisions and present concerns to program staff not involved in the grievance.

This procedure must:

- Clearly describe how households can request a review or report concerns
- Be accessible to all households seeking or receiving services

Due Process and Grievance Procedure

Coastal Community Action program (CCAP) recognizes the rights of individuals receiving assistance under the due process of law. This process consists of the following:

- a. Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance (Client Responsibilities Agreement);
- b. Written notice to the program participant containing a clear statement of the reasons for termination or denial of extension;
- c. A review of the decision, in which the program participant is given the opportunity to present written (use CCAP Grievance Form) or oral objections before a person other than the person (or a subordinate of that person) who recommended the termination or denial of extension decision (appointments can be made with the Director of Housing). Written or oral objections should be made to the Director of Housing or Housing Coordinator within 5 days of notification of termination; and
- d. Prompt written notice of the final decision to the program participant. Final decisions will be communicated to the program participant and case manager within 72 hours.
- e. Additionally, CCAP will attempt (and document that attempt) to assist the participant in finding additional resources to decrease the



likelihood that they will become homeless as a result of termination or denial of extension. This assistance must be documented and clearly stated in HMIS so funders can view the reason for termination during site visits, monitoring, and audits.