

SAMPLE Grievance and Termination Policy

Grievance Policy and Procedure

Introduction. **SUBRECIPIENT ORGANIZATION** desires and works committedly for every client/participant to have a positive and productive experience in its housing programs. Nevertheless, staff members sometimes make mistakes and oversights. Clients/participants have a right to file grievances, and this policy explains that procedure.

Clients/participants may file grievances against:

- **SUBRECIPIENT ORGANIZATION** staff members
- other program clients/participants.

Depending on the specific grievance, the steps in the below procedure may be reordered. And if the grievance is resolved promptly, all steps of the procedure may not be necessary. Most commonly, the grievance procedure unfolds as follows:

1. **Initial Attempt at Problem-solving**

- If clients/participants feel safe and comfortable resolving their concern with the person(s) in question, they are empowered to do so. They must resolve the concern in a way that is safe, non-violent (both verbally and physically), constructive/solution-oriented, and respectful of all parties involved, including themselves.
- If problem-solving isn't safe, comfortable or feasible for clients/ participants, they are encouraged to begin filing a grievance as soon as possible.

2. **Filing a Grievance**

Clients can file written grievances or oral/spoken grievances.

A. Written Grievances

- Grievance Form.** Paper copies of the *Grievance Form* are available at the reception of **SUBRECIPIENT'S** Day Service Center. Another option is to ask any staff member for a paper copy of the *Grievance Form*. Digital copies of the *Grievance Form* are available and can be submitted at [include url here](#).

Submitting Grievance. Clients/participants should drop their completed *Grievance Form* in the secure slot labelled "Grievance Form Dropbox". This secure slot is located to the right of the reception desk in **SUBRECIPIENT'S** Day Service Center. The receptionist checks this dropbox every morning Monday through Friday and will then give the form to the Program Director to begin the grievance review process.

If the grievance is directed at the receptionist, submit your completed *Grievance Form* to your case manager.

If the grievance is directed at the Program Director or if the Program Director is on leave, the receptionist will instead give the completed *Grievance Form* to the Chief Executive Officer to begin the grievance review process.

For digital submissions of the *Grievance Form*, the receptionist checks the grievance digital inbox every morning Monday through Friday and will then forward the form to the Program Director.

B. Oral/Spoken Grievances

When clients/participants wish to file a grievance but are unwilling or unable to write responses on the *Grievance Form*, there is an option of filing an oral/spoken grievance.

i. Submitting Grievance

-Clients/participants must inform the receptionist of the Day Service Center that they would like to file an oral grievance. The receptionist will ask some preliminary questions like who is the object of the grievance.

-The receptionist will then coordinate a time and secure location for an available case manager to listen to and write down the client's grievance. The receptionist will try to schedule this meeting as soon as possible. The case manager noting down the oral statement must not be the case manager who is the object of the grievance.

3. Who reviews *Grievance Forms*?

Typically, the Program Director reviews completed *Grievance Forms*. In the Program Director's absence or if the grievance is directed at the Program Director, the CEO will review the *Grievance Form* and lead the investigation and resolution of the grievance.

4. Grievance Review Process

A. Initial Inquiry & Communication. Within three business days of receiving the *Grievance Form*, the Program Director will begin an initial inquiry and will inform (in-person or via phone or email) the client/participant that the grievance is under review.

B. Investigation & Resolution. Within 10 business days of receiving the *Grievance Form*, the Program Director will resolve the grievance and communicate the grievance's resolution to the client/participant and other involved parties (in-person or via phone or email).

C. Principles for Resolution of Grievance. The Program Director will investigate and resolve the grievance in such a way that:

- All parties are given an opportunity to describe the grievance.
- Both clients and **SUBRECIPIENT** staff are held accountable to local, state, and federal laws.
- Both clients and staff are held accountable to upholding their responsibilities in the *Program Agreement*.
- Staff are held accountable to the *Employee Code of Conduct* and for demonstrating professional judgement and conduct.
- The confidentiality of other clients named in the grievance is respected.
- Resolution is fair, consistent, constructive, and transparently communicated to all parties involved.
- Adequate documentation of the grievance review process is maintained for posterity.

D. Documentation of Resolution Efforts. Throughout the initial inquiry and resolution of the grievance, the Program Director will maintain notes on communications made to all parties and on steps toward resolving the grievance. Notes are to be kept on Page 2 of the *Grievance Form*.

Upon resolving the grievance, the Program Director will make three copies of the *Grievance Form*, which will include the Program Director's notes.

- a copy for the client to keep.
(All other client names shall be redacted and replaced with an HMIS ID # or pseudonym.)
- a copy for the client file.
(All other client names shall be redacted and replaced with an HMIS ID # or pseudonym.)
- a copy for **SUBRECIPIENT's** *Grievances* file cabinet. (No redaction required. Form is to be stored alphabetically by client last name. For clients with multiple grievances, *Grievance Forms* are to be organized chronologically. The file cabinet is to remain locked when not in immediate use. Only the Program Director and CEO have access to the file cabinet.)

Client Termination Policy and Procedure

Introduction. Sometimes clients/participants consistently fail to meet requirements and/or commit serious offenses. Such behavior may cause clients to be terminated from the housing program. As much as possible, **SUBRECIPIENT ORGANIZATION** wants to avoid terminating clients/participants and, in most cases, will attempt other steps before considering termination. The termination policy outlines:

- circumstances that merit termination / grounds for termination
- client's/participant's rights to notification and appeal during termination
- termination procedure
- clients'/participants' opportunity for future assistance after being terminated.

A. Grounds for Termination

Per Continuum of Care regulation at 24 CFR 578.91, **SUBRECIPIENT** may terminate clients/participants. Reasons a client could be terminated include but are not limited to:

- intentionally lying or leaving out information during program eligibility determinations
- physical violence against other clients or **SUBRECIPIENT** staff members
- (for rapid rehousing) repeated failure to meet monthly with case manager
- repeated failure to pay client's share of rent or occupancy charge
- serious violation of lease or sublease
- subleasing unit, having someone not on the lease live in the unit, or no longer living in the unit
- arson or other purposeful damage to the unit
- timing out of the program (receiving the maximum number of months of assistance)

B. Client's Rights During Termination

To respect clients' rights and to respect due process of termination, **SUBRECIPIENT** must (by CoC regulation - 24 CFR 578.91) uphold these four conditions:

1. Before receiving assistance through the housing program, clients must receive a written copy of the *Program Agreement* and of the *Client Termination Policy*. (Ideally, clients will also sign these documents as proof that they received and understood them.)
2. Clients must receive a written notice containing a clear statement of the reasons for termination.
3. Clients must have the opportunity to present written or oral objections to the termination before a person other than the person (or a subordinate of that person) who made or approved the termination decision.
4. Clients must receive prompt written notice on the final decision on the termination.

C. Termination Procedure

1. **Termination Request.** Case Manager or another staff member references case notes on the client's terminable offense(s) so to complete the *Request for Client Termination Form*. Case Manager or another staff member submits the *Request for Client Termination Form* to the Program Director.
2. **Initial Inquiry & Communication.** Within three business days of receiving the *Request for Client Termination Form*, the Program Director will begin an initial inquiry and will communicate with the client (in-person or via phone or email). This communication must:
 - inform the client that they are being considered for termination
 - name the reason or reasons for possible termination
 - provide the client an opportunity to respond to the call for termination.
3. **Investigation.** Within 10 business days of receiving the *Request for Client Termination Form*, the Program Director must:
 - review all documentation in support of the request for client termination
 - provide the client a second opportunity to respond (in writing or through conversation) to the call for termination
 - consider if any alternative to termination would be appropriate.

If in need of additional input, the Program Director has the options of:

- interviewing the employee who submitted the *Request for Client Termination Form*
- convening a conference of peers to help in deciding on if to terminate the client.

4. **Initial Decision.** Within 10 business days of receiving the *Request for Client Termination Form*, the Program Director must provide the client a written notice of termination. This written notice must include:

- a clear statement of the reasons for termination
- instructions on how to present a written or oral appeal of the termination
- the timeframe for making an appeal
- assuming no appeal, the timeline and the manner in which the client must exit the program and/or vacate the unit.
- Client must receive at least 30 days of notice to vacate unit.

5. **Client Appeal of Termination Decision.** Upon receiving the initial written notice of termination, the client has five business days to submit a written or oral appeal to the CEO. For oral appeals, the CEO may not be available within five business days of the client receiving the written notice of termination. However, as long as the client begins scheduling a meeting or phone call with the CEO within five business days, the client is respecting the appeal timeframe, and the appeal will be considered.

6. **Final Decision.** After receiving the client's appeal, within two business days, the CEO must either:

- discontinue the termination procedure and instruct the Program Director and Case Management Team to devise next steps for the client's continued participation in the program, or
- provide the client final written notice of termination.

This final written notice must include:

- a clear statement of the reasons for termination
- reference to the client's effort to appeal and the CEO's consideration of the appeal
- indication that the decision is final
- the timeline and the manner in which the client must exit the program and/or vacate the unit.

D. Client Opportunities for Future Assistance

According to CoC regulation at 24 CFR 578.91(a), clients who are terminated from **SUBRECIPIENT's** housing programs can participate in the housing programs at a later date. SUBRECIPIENT requires that after termination, clients wait **365** calendar days before reapplying for assistance.

Client Name:

Printed Name Here

Signature

Date

Subrecipient Staff Member Name:

Printed Name Here

Signature

Date