

# Community Complaint/Grievance Investigation Checklist

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| Name of Agency/Provider whom the complaint was filed for: |
| Name of Reporting Party:                                  |
| Date of Complaint:  |
| Contact Person of the Agency/Provider:                    |
| Agency Address:   |
| Agency Phone:   |
| Agency Email:   |
| Agency Website:   |

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| Outreach and CES Committee designated representative(s):       |
| Date complaint received by OHS and Outreach and CES Committee: |
| Complaint #:   |

|                          | <b>I. Steps when the complaint is received</b>  | <b>Timeframe</b>        | <b>Result</b> |
|--------------------------|---|-------------------------|---------------|
| <input type="checkbox"/> | First ensure the reporting party and any other alleged victims are safe and free from further issues/harassment during course of investigation (until permanent resolution is decided). | Within 24 hours         |               |
| <input type="checkbox"/> | Notify the reporting party that the complaint/grievance is received.  | Within 48 hours         |               |
| <input type="checkbox"/> | Determine who should be involved in investigation (names of the reporting party, alleged offender(s), witnesses, etc.). Limit discussion of incident to these individuals.              | Within 72 hours         |               |
| <input type="checkbox"/> | Prepare the notice of complaint and send to the agency/provider.  | Within 7 business days  |               |
| <input type="checkbox"/> | If there is no validity to the complaint/grievance, send out notice to the reporting party.   | Within 10 calendar days |               |

|                          | <b>II. Consider the order in which the investigation will be conducted:</b>  | <b>Timeframe (all days are based on the date of complaint)</b> | <b>Result</b> |
|--------------------------|--|--|---------------|
| <input type="checkbox"/> | Review past reporting parties (if applicable).   | Within 10 business days  |               |
| <input type="checkbox"/> | Review agency/provider profile.  | Within 10 business days  |               |
| <input type="checkbox"/> | Schedule interview of the reporting party to discuss any factual questions concerning the investigation.   | Within 15 business days  |               |
| <input type="checkbox"/> | Schedule interview with the agency/provider to discuss any factual questions regarding the investigation   | Within 20 business days  |               |
| <input type="checkbox"/> | Schedule interview of witnesses (if applicable).   | Within 30 business days  |               |
|                          | <b>III. After the interviews are completed, the Outreach and CES Committee should:</b>   | <b>Timeframe</b>   | <b>Result</b> |
| <input type="checkbox"/> | Review any relevant documentary evidence (records, video tapes, notices, etc.)   | Within 5 business days of the interviews                       |               |
| <input type="checkbox"/> | Discuss investigation results and proposed action with the Outreach and CES Committee designated representative(s).  | Within 10 business days of the interviews                      |               |
|                          | <b>IV. Communication of Findings and Finalization of Investigation</b>   | <b>Timeframe</b>   | <b>Result</b> |
| <input type="checkbox"/> | Prepare a draft letter of findings to review with the Outreach and CES Committee.  | Within 60 days of the initial complaint/grievance              |               |
| <input type="checkbox"/> | If a violation is found, schedule follow-up meeting with the agency/provider to discuss findings and resolution.   | Within 80 days of the initial complaint                        |               |
| <input type="checkbox"/> | Finalize and document investigation and issue a notice to all parties involved. Communicating findings, determination and actions taken, reminding to report any issues of retaliation.  | Within 90 days of the initial complaint/grievance              |               |
| <input type="checkbox"/> | If the discrepancies or negative findings are not resolved or corrected by the agency/provider, the Outreach and CES Committee shall review the recommendations and choose to provide additional guidance or recommendations to the Interagency Council on Homelessness (ICH), which may include formal sanctions. | Within 120 days of the initial complaint/grievance             |               |

## Interview Instructions:

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|--------------------------|---|--|
|                          | <b>a. Interview guidelines:</b>   |  |
| <input type="checkbox"/> | Before beginning the interviews, introduce yourself (name and title) and explain the purpose of the interview by referring generally to the complaint/grievance.  |  |
| <input type="checkbox"/> | Explain to all parties that retaliation will not be tolerated. If someone attempts to retaliate against them for participating in this investigation, advise the witness to contact the Outreach and CES Committee to report such conduct.  |  |
| <input type="checkbox"/> | Explain that upon completion of the investigation, the Outreach and CES Committee will attempt to determine what occurred and will take appropriate action based on its determination.  |  |
|                          | <b>b. Conducting the interview:</b>   |  |
| <input type="checkbox"/> | Ask open-ended questions. Do not make leading remarks.  |  |
| <input type="checkbox"/> | Avoid the appearance of impropriety or favoritism in conducting interviews.   |  |
| <input type="checkbox"/> | Observe and record all physical and verbal reactions of the witnesses during the interviews.  |  |
| <input type="checkbox"/> | DO NOT record conclusions or opinions regarding credibility about persons interviewed.  |  |
| <input type="checkbox"/> | Upon completion of each interview, ask the interviewee to prepare their own written statement documenting in their own words what occurred (or what they witnessed, heard, etc.). Attempt to get a written and signed statement from each person interviewed. If a witness is unwilling to provide a written statement, ask them to read your interview notes and sign at the bottom, acknowledging that this is an accurate record of what they communicated to you. |  |

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|---|-------|
| Interviewer:  |       |
| Date:   | Time: |
| Interview Questions:  |       |
| <b>Basic Questions</b>  |       |
| Name  |       |
| Title (if any)  |       |
| What is the person's involvement in the complaint/grievance?  |       |
| <b>Agency Interview questions</b>   |       |
| When did the incident occur (date and time)?  |       |
| Where did the incident take place?  |       |
| Who was present during the incident?  |       |
| Can you please provide a detailed description of what took place?   |       |
| What, if any, was the result of the encounter?  |       |
| What is the standard practice for this type of situation/action?  |       |
| Were there any witnesses involved?<br>If so, can you please provide their contact information?                        |       |
| Do you have any documentation to provide concerning the complaint/grievance?<br>If so, can you please provide copies? |       |
| Are there any further details that you would like to address or discuss?  |       |

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|---|-------|
| Interviewer:  |       |
| Date:   | Time: |
| Interview Questions:  |       |
| <b>Basic Questions</b>  |       |
| Name  |       |
| Title (if any)  |       |
| What is the person's involvement in the complaint/grievance?  |       |
| <b>Complainant interview questions</b>  |       |
| When did the incident occur (date and time)?  |       |
| Where did the incident take place?  |       |
| Who was present during the incident?  |       |
| Can you please provide a detailed description of what took place?   |       |
| What, if any, was the result of the encounter?  |       |
| What was the expected/desired outcome for this type of situation/action?  |       |
| Were there any witnesses involved?<br>If so, can you please provide their contact information?                        |       |
| Do you have any documentation to provide concerning the complaint/grievance?<br>If so, can you please provide copies? |       |
| Are there any further details that you would like to address or discuss?  |       |