

# Community Complaint/Grievance Resolution Process

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**Introduction** The Outreach and CES Committee fields the procedure for resolving complaints/grievances filed against agencies within the San Bernardino County Continuum of Care (CoC). Specific procedures may be developed in line with and in addition to those provided in this procedure. Additionally, the Outreach and CES Committee will ensure community complaints/grievances received about a contractor/provider are addressed properly and the resolutions are documented.

This section provides procedures for addressing community complaints/grievances.

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**Complaint/grievance definition** A complaint or grievance is a concern indicating the following:

- A service request was not rendered as outlined in the contract or Memorandum of Understanding (MOU),
- Inappropriate actions occurred during services,
- Services were not performed timely, and/or
- Alleging other concerns related to the quality of services.

The complaint/grievance may be submitted by a client, agency, and/or department.

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**Timeliness** The community complaint/grievance process must be completed timely, according to guidelines, to ensure issues are resolved quickly. An update will be provided within 90 business days of receiving the complaint/grievance.

**Note:** A final resolution may not be available within the 90 business days.

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**Instructions** If you believe you have been discriminated against, there has been a violation of any laws or regulations, or you have a problem regarding services received, you have the right to file a complaint/grievance. The following procedures are to be followed when filing a complaint/grievance:

Step	Action
1	<p>Write down your complaint/grievance and talk to the service provider. Keep a copy for yourself and write down the date you talked to the service provider within one week of the discrimination/violation/problem.</p> <ul style="list-style-type: none"> <li>• If answered or resolved at this step, nothing further is required.</li> <li>• If not answered or resolved within 10 calendar days, proceed with step two.</li> </ul>
2	<p>Send a copy of your written complaint/grievance with the service provider and the completed Complaint/Grievance Form along with any supporting documents within one week of step one to the Office of Homeless Services (OHS) at <a href="mailto:OHSCCommunityConcerns@hss.sbcounty.gov">OHSCCommunityConcerns@hss.sbcounty.gov</a>.</p> <ul style="list-style-type: none"> <li>• You will be contacted within 10 calendar days of filing the complaint/grievance.</li> <li>• An investigation will be completed and an update will be provided within 90 business days of receiving the complaint/grievance.</li> <li>• If answered or resolved at this step, nothing further is required.</li> </ul> <p>If there is no resolution, additional guidance or recommendations will be made to the Interagency Council on Homelessness (ICH) within 120 business days.</p>

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## Community Complaint/Grievance Resolution Process, Continued

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### **Additional resources**

The following are additional resources available for filing complaints pertaining to discrimination:

- [U.S. Department of Housing and Urban Development](#), and
  - [California Civil Right Department](#)
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