



Title: 1.8 Grievance Policies

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Prepared By: Community Alliance

Reviewed By: CE Ad Hoc Committee

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Approved By:

Date Approved:

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All individuals and families participating in the Coordinated Entry System, as well as the programs and partners involved, have the right to file a grievance regarding the Memphis and Shelby County Coordinated Entry System as it pertains to its policies and procedures, including the identification and placement process.

A grievance form (found in the Appendix) must be delivered to the CE Lead Agency for an official grievance to be filed. Upon receipt, the CE Lead Agency staff will exhaust every effort to satisfy the matter within ten days. The complainant or their representative will be notified using the preferred method of communication noted on the grievance form.

If the matter is still not resolved, the concern should be addressed in writing to the Executive Director of CE Lead Agency who will work to resolve the matter within ten days of receipt. The complainant or their representative will be notified using the preferred method of communication.

If no resolution has been reached using the assistance of the Executive Director, the matter shall be submitted in writing to the Governing Council of the Memphis/Shelby County Homeless Consortium. The Governing Council will determine the best course of action and respond accordingly within 45 days of receipt. The complainant or their representative will be notified using the preferred method of communication. All decisions by the Governing Council shall be considered final.