

Coordinated Entry System Grievance Form

You have the right to file a grievance about the Coordinated Entry (CE) System. The information on this form will be used to address your concerns and will be kept confidential. If you need assistance completing this form, please contact a case manager. Completing this form will not negatively affect your status within the Coordinated Entry System. Please bear in mind that the Coordinated Entry Process cannot guarantee placement into permanent housing, as demand for housing is far greater than the current supply in our community.

Name of person completing this form (grievant): _____

Date: _____ Cell #: _____

Email: _____ HMIS ID (if applicable): _____

Secondary Phone # (if applicable): _____

Preferred Method of Contact: Phone Email

Alternative Contact Information: _____

Case Manager and/or Interpreter Information: _____

Can we leave confidential information with the alternate contact? Yes No

What is this grievance in regard to?

- Access to Coordinated Entry System (i.e. no assessment provided)
- Assessment (i.e. scoring)
- Prioritization (i.e. disagreement with housing designation)
- Housing referral (i.e. lack of follow through from housing provider)
- Other (please be specific)

Note: if you have a grievance about a particular agency or shelter, please go through their grievance process.



Explain the grievance, including the names of those involved and dates. Please be as specific as possible.

What has been done to fix this (by yourself or others)?

Signature: _____ **Date:** _____

Please email this completed form to coordinatedentry@cafh.org with the subject line “CES Grievance” You can expect a response that the form was received within 5 business days. You should receive a response to the complaint within 10 days of verification we received the complaint.

