

Capital Region Housing Collaborative (CRHC)
MI-508 (Ingham County, MI)
Consumer Grievance Policy

It is the policy of the Ingham County Continuum of Care to establish an efficient and fair procedure for the resolution of consumer complaints and problems.

1. Specific Objectives

1.1 The objectives of this policy are to:

- a. provide a means of fair, expedient and equitable treatment of all consumers
- b. minimize potential causes of consumer dissatisfaction
- c. provide a mechanism for the acceptable solution of problems regarding consumers and the Continuum's members

2. Definitions

2.1 Grievance: A complaint which is registered by a consumer as a result of an unresolved problem, misunderstanding or disagreement.

2.2 Grievance Review Committee: The committee consisting of the Executive Members of the Board and the Chair of the CQI Committee

2.3 Member agency: An entity which is officially a member of CRHC in good standing.

2.4 Collaborative agency: An entity which is connected to CRHC unofficially

Note: Please note the purpose of a *Consumer Grievances Policy* is to give consumers ample time and opportunity to voice their grievances. Consumers must not be made to feel threatened or guilty for making such grievances known. It is the responsibility and obligation of the Continuum of Care to ensure that complaints registered with the Grievance Review Committee are investigated and appropriate actions are taken where necessary.

3 Responsibilities

3.1 The Grievance Review Committee will:

- a. review, amend, and adopt changes to the *Consumer Grievances Policy*
- b. conduct investigations, where appropriate, regarding the consumer complaint or grievance
- c. take corrective actions, where appropriate, to resolve the consumer complaint or grievance
- d. ensure the proper implementation and administration of the *Consumer Grievances Policy*
- e. ensure that member agencies and consumers are aware of the *Consumer Grievances Policy* and its contents

3.2 Other Capital Region Housing Collaborative Committees and Member agencies will:

- a. recommend changes to the *Consumer Grievances Policy* when appropriate to the Grievance Review Committee
- b. ensure, in co-operation with the Grievance Review Committee, that the *Consumer Grievances Policy* is properly implemented
- c. ensure that their consumers are aware of the *Consumer Grievances Policy* and its contents

4. Grievance Procedure

4.1 The causes for grievance may include but are not limited to the following:

- a. lack of an established network policy or procedure
- b. a member agency or network policy or procedure which is perceived to be unfair or causes the consumer a hardship or concern
- c. a deviation from an accepted network policy or procedure
- d. disagreement or misunderstanding with a member or network agency.
- e. a discretionary action of the network in the application and/or interpretation of the policies, procedures, rules or regulations of the network

4.2 Eligibility for Grievance

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a. Any consumer of services or housing offered by an agency or individual member of the network may grieve a particular matter.

4.3 The Formal Grievance Procedure

a. Prior to the initiation of the formal grievance procedure the consumer(s) and network member(s) are encouraged to discuss problems and consider possible solutions. If the discussion between the consumer(s) and Collaborative member(s) does not lead to a satisfactory and timely resolution of the problem, the consumer and/or the member(s) are encouraged to proceed with the formal grievance procedure as soon as possible.

4.3.1 Step 1: Submission of the Grievance to the Collaborative

a. The consumer(s) shall complete the Consumer Grievance Review Request form and deliver it the Collaborative Coordinator, who shall deliver it to the Grievance Review Committee and any involved agency within seventy-two (72) hours.

b. Upon receipt of the Grievance Review form, the parties being grieved will review the form and submit to the Grievance Review Committee a written response to the allegations within five (5) business days of receipt. This will then be forwarded to the consumer.

b. The Grievance Review Committee shall hold a meeting within thirty (30) days of receiving the Consumer Grievance Review Request Form. The consumer making the grievance and any members named in the grievance shall be required to attend. Any other involved party will be invited to attend.

4.3.2 Step 2: Review of Grievance at Grievance Review Committee Meeting

a. The Grievance Review Committee shall review the Grievance and hear any discussion related to the grievance offered by consumers and/or members.

b. The Grievance Review Committee will make (a) recommendation(s) to the consumer filing the grievance and/or the member agency involved in the grievance and any other involved party. Any action taken by the network will first be approved by the Board of Directors for the Collaborative. All involved parties will receive notice of the decision and action within 5 business days.

4.4 Records of Grievance Procedures and Decisions

a. A copy of a grievance submitted at any level and any official action taken shall be retained by the Collaborative Coordinator.

4.5 Revision to Policies

a. Any agreed upon changes or revisions to the formal policies utilized by the network which arise as a result of the consumer grievance process will be developed by the CQI Committee, or designate, and forwarded to the Board for review, amendment, and approval.