

Grievance Procedure

All participants in The Road Home's programs will receive a written copy of the grievance procedure at program entry, annually and if the participant is losing assistance.

If a program participant has a concern with The Road Home staff or volunteer, the following grievance procedure should be used:

1. If comfortable, discuss the concern with your case manager.
2. If you are unable to discuss the concern with your case manager, or are unable to come to a resolution, express your concern verbally or in writing to the program director. The program director will discuss the concern with you and with the staff member involved to determine a resolution.
3. If your concern is not resolved to your satisfaction, or if you have a concern about the program director, you may express your concern verbally or in writing to the executive director. The executive director will discuss the concern with you and with the staff member involved to determine a resolution.
4. If your concern is not resolved to your satisfaction, or if you have a concern about the executive director, you may put your concern in writing to the President of the Board of Directors. If he/she is not available, it will go to the Vice President. Any staff member will forward the letter to the appropriate board member. A board member will make a final decision about how the matter will be resolved and mail the response to the participant.

Termination Process

Terminating a family's assistance from a program should only occur in rare and severe cases. Program specific staff must have a discussion before making a decision to terminate case management assistance. All possible alternatives must be explored before terminating assistance. If it has been decided that termination is the only option, The Road Home will use the following process:

1. Provide program participant a letter indicating termination of case management assistance, reason for termination that includes facts and sources of facts and the right to review their file and evidence on which the decision is based. Provide a copy of the program contract with sections highlighted that are relevant to the decision. In addition, provide a copy of the grievance procedure.

2. Participants can request and will have the right to have the case reviewed by staff that did not make the decision to terminate assistance. Participants may present their objections orally or in writing.
3. When a participant completes the review process the executive director will provide written notice of the final decision to the program participant.