

## Grievance Procedure The Road Home

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 housing manager. The housing manager 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 housing manager, you may 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.
4. 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.
5. If your concern is not resolved to your satisfaction, or if you have a concern about the program 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.

**I have read and understand the above grievance procedures for The Road Home.**

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Signature

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Date

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Signature

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Date

Program Director  
Nicole Christen  
Cell: 608-219-1978  
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Executive Director  
Kristin Rucinski  
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