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Housing Counseling Services, Inc.

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Client Grievance Procedures

The following procedures have been established to address client grievances with Housing Counseling Services (HCS) staff, policies, or procedures. This document is provided to any client requesting it.

1. If a client feels that HCS staff, procedures, or policies have prevented them from accessing services in a positive manner, they will be notified of these grievance procedures.
2. HCS staff working with the grieving party shall provide the full name, phone number, email address, and address of their direct supervisor. The client will be asked to contact that supervisor to discuss their concerns to seek an acceptable redress of their concerns.
3. The supervisor will respond to the client's concern directly, either in writing, in person, or through direct telephone conversation.
4. If the grieving party still feels that the concern is not being addressed satisfactorily, the supervisor will provide the full name, email address and address of the Executive Director or Deputy Director (in the absence of the ED).
5. The grieving party will be asked to write a letter outlining their grievance or concern and present it directly to the Executive Director or Deputy Director.
6. The Executive Director or Deputy Director will offer to meet with the original staff member, supervisor, and client to discuss the grievance and attempt to resolve any concerns.
7. After the meeting, the Executive Director or Deputy Director will write a letter responding to the written letter and/or issues outlined in the meeting.
8. If the grieving party still feels that their concern is not being addressed satisfactorily, the Executive Director will provide the full name and mailing address of the President of the Board of Directors.
9. The grieving party will be asked to forward a copy of their original written grievance, the HCS written response, and provide any additional information.
10. The President of the HCS Board of Directors will review the written request for a grievance hearing. The Board will directly hear grievances only as they concern HCS policy or complaints against the HCS Management. Other complaints will be referred back to the Executive Director with recommendations for action.

I have read the above HCS Client Grievance Policy (or the policy has been read to me) and understand the procedure for initiating the grievance process.

Signature

Date