

GRIEVANCE PROCEDURE

If you feel you have been treated disrespectfully or unfairly, you have the right to file a grievance within 7 days of the event. Your grievance must be in writing and presented to the shelter/program coordinator. If your grievance is with the shelter / program coordinator, you need to give it to the Director. You will receive a response in writing within 5 days if you are still residing in the shelter or if you leave forwarding address. If your grievance is with a staff person, please be aware that personnel matters are confidential, and we will not be able to tell you specifically how the situation was dealt with if it is determined that there should be a personnel action.

Any Program staff member is available to assist you in writing your grievance and can be with you in presenting it to the shelter coordinator.

Many of us have not learned to deal with areas of conflict in a good and respectful manner. We understand that it might be hard to approach an advocate and tell her directly and in a non-angry kind of way that something she said or did caused hurt feelings. We would like to encourage you to deal with any issues you might have with advocates as they come up. It's important for us to learn how to deal with problems in a good way. Don't be afraid to sit down with an advocate and tell her how you feel. Naturally, we expect you to be respectful to the advocate just as we expect advocates to be respectful of you.

Wait for a quiet time when you know the advocate can sit down with you. Here are some examples of how you might tell an advocate that what she said or did upset you.

"It's important that I talk to you. I know you were in a hurry, but when I asked you for a ride you didn't let me know in a nice way that you wouldn't be able to take me. I know you were really busy, but I think you could have said so in a nicer way."

"Could we talk? I know my kids can really be bad. I know you're just trying to help all of us and there's lots of women and kids here, but it just seems like you're always getting after my kids. Is there something about me and my kids that you see that I don't? I'd like us to talk about it."

"I'm having problems with Mary. I know she's been talking about me and I don't like it. I know she gossiped to you about me too. It seems like you favor her."