
APPENDIX VII: GRIEVANCE FORM

NYC CoC GREIVANCE POLICY & PROCEDURE

The New York City Continuum of Care (NYC CoC) defines grievance as a “cause for complaint or protest.” Grievances may be filed in response to decisions made by the NYC CoC (e.g.: policy adoption, NOFA ranking priority decision, or Steering Committee election results that is believed to have been influenced by perceived bias).

To file a grievance, you must first complete the grievance form (on the following page) with an attached letter describing the complaint in further detail. Grievance forms shall be submitted to the NYC CoC via email or standard mailing.

- To email your grievance, please send to , nyccoc@dss.nyc.gov with “GRIEVANCE_Date of submission (mm/dd/yyyy)” in the subject line of the email.
- To mail to the NYC CoC, the address is:

The Grievance Committee will convene to review grievances that have been submitted. The Committee shall only review grievances related to CoC business. Grievances related to CoC-funded housing or services will be redirected to the agency in question for resolution. If a non-CoC related grievance is filed with the CoC, the Grievance Committee shall immediately refer the grievant to the relevant entity for resolution. This referral will take place within 10-14 business days of the Committees’ initial review.

Following the review of CoC-related grievances, the Committee shall recommend an appropriate course of action to resolve the matter to the Steering Committee Co-Chairs. Co-Chairs shall then review the grievance and accompanying recommendation and render a final, binding decision. Such decisions will be made within 60 business days of the filing date. Co-Chairs must recuse themselves from the process if a grievance involves a matter in which they find themselves in conflict.

Please note, that you (i.e. ‘the grievant’) will remain confidential and anonymous, excluding the knowledge of the Grievance Committee, Steering Committee Co-Chairs (if non-conflicted), and CoC Lead Agency (if applicable).

The form on the next page serves as a mechanism for you to submit a grievance to the NYC CoC.



NYC CoC GREIVANCE LETTER

Your Name: _____ Date: _____

What is your preferred method of contact?

<input type="checkbox"/> Phone	<input type="checkbox"/> Email	Contact info: _____
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Check the box below that best describes your CoC membership:

<input type="checkbox"/> Steering Committee member <input type="checkbox"/> Steering Committee Co-Chair <input type="checkbox"/> CoC Committee member (e.g. CAPS, Performance Management, Persons with Lived Experience, etc.) <input type="checkbox"/> CoC Grantee Member	<input type="checkbox"/> CoC General Member (representing self) <input type="checkbox"/> CoC General Member (representing entity) <input type="checkbox"/> Advisory Council member <input type="checkbox"/> Advisory Council Co-chair <input type="checkbox"/> Not a CoC member
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What does this Grievance pertain to?

<input type="checkbox"/> CoC policy adoption <input type="checkbox"/> NOFA ranking priority decision <input type="checkbox"/> Steering Committee election results <input type="checkbox"/> Steering Committee Co-Chairs <input type="checkbox"/> Advisory Council appointment <input type="checkbox"/> Advisory Council Co-Chairs <input type="checkbox"/> IRT membership <input type="checkbox"/> IRT decision <input type="checkbox"/> Impartiality noncompliance <input type="checkbox"/> Discrimination/Bias <input type="checkbox"/> Confidentiality & Privacy noncompliance <input type="checkbox"/> Fraud	<input type="checkbox"/> Compensation & Gifts violation <input type="checkbox"/> Attendance/Participation noncompliance <input type="checkbox"/> Conflict of Interest violation <input type="checkbox"/> CoC Committee business (decisions, structure, work, membership, etc.) <input type="checkbox"/> CoC Lead Agency <input type="checkbox"/> Membership removal <input type="checkbox"/> Remedial action decision <input type="checkbox"/> Other (please state): _____ _____ _____
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On the next page, please describe your grievance in detail. Include the following information, if applicable, in your description (Note: You may attach more pages if necessary):

- A detailed description of the grievance (parties involved, act in question)
- When the grievance began
- Any steps you've taken in an attempt to solve the issue
- A potential solution to the issue
- An option that someone accompanies you when you have a meeting about the grievance

