



Family Promise of Spokane Grievance Policy and Process

Applicants and participants in Family Promise programs have the right to use the grievance process when:

- A participant disagrees with a decision regarding their application for services
- A participant disagrees with a decision made by a staff member in a FP shelter
- A participant feels that a staff member acted or made decisions in a way that was inappropriate

Any applicant that is denied services from a Family Promise program will be notified in writing either in person or by email.

- For ineligible applicants, Family Promise staff will direct them to other community resources

Reasons a household may be denied services:

- Applicant does not have minor children or someone who is pregnant in the household
- Applicant's household income is above 80% AMI (Prevention and Rental Assistance Programs only)
- Applicant does not reside within Spokane/Spokane County (Prevention and Rental Assistance Programs only)
- Guest has been removed from a shelter due to threatening or violent behavior

The grievance process provides the applicant/participant with the opportunity to request a review on a decision that affects the household's eligibility for an FPS program or file a complaint about a staff member's actions or behavior.

Steps of the Grievance Process are as follows:

- 1) Put the complaint in writing, date and sign. Applicants/participants may have a representative do this for them. They may choose a staff member, family member, friend or other advocate to represent them through the complaint procedure. This includes an ombudsman.

a) For Prevention or Rental Assistance programs:

Send their complaint to the Housing Programs Director via email at sgraves@familypromiseofspokane.org. The applicant/participant may also telephone the Director at 509-818-2393 or 509-747-5487.

b) For Shelter programs:

Send their complaint to the Shelter Programs Director via email at tburke@familypromiseofspokane.org. The applicant/participant may also telephone the Director at 509-710-0577 or 509-747-5487.

2. The Director will make a digital appointment to discuss the complaint with them within (7) working days of receiving the complaint.
3. A written report of the Director's review and initial disposition of the complaint will be sent to the applicant/participant or otherwise made available to them within 30 calendar days of their appointment.
4. If the applicant/participant is still dissatisfied, they may request that the disposition of the complaint be appealed to the COO of Family Promise of Spokane at ehughes@familypromiseofspokane.org.
5. A written report of the decision/disposition of the COO of Family Promise of Spokane will be made available within 15 working days of the date their request for appeal was made to the Housing Programs Director.
6. If the complaint is still not resolved under the above guidelines, a complainant may submit the complaint to the FPS Executive Director (the COO will ensure the complaint is given to the ED. A written response will be provided to the complainant within 30 calendar days. The decision made in this response will be considered final.