

Client Grievance Procedures

Client Grievance and Appeals Process-Ensure a closure on the Grievance.

Section I- Grievance

1. Turn in a written grievance form (form should be completed with all information, including client's name) at the front desk and request a meeting with the Shelter Manager and try to resolve the issue. The Shelter Manager will provide a summary of the meeting to the client with a copy to the Shelter Director within 3 working days of the meeting. (If the grievance is against the Shelter Manager, request a meeting with the Shelter Director).
2. If the issue is still not resolved to your satisfaction, you may file a complaint in writing and submit it to the Shelter Director. The complaint should be documented on a client grievance form. The client grievance forms and envelopes to be addressed to the Shelter Director are available at the front desk. Within 3 working days of receiving the complaint, the Shelter Director will discuss the complaint with the Shelter Manager and provide a written response to the client's grievance. A copy will be left for the client at the front desk (in the client mail).
3. If the issue is still not resolved to your satisfaction you may file a complaint in writing to the Executive Director. Within 10 working days of receiving the complaint, the Executive Director will discuss the complaint with the Shelter Director. When appropriate, the Executive Director will request a group meeting of all persons involved. Within 3 working days of the meeting, the Executive Director will provide a written response to the client's grievance. A copy will be left for the client at the front desk (in the client mail).
4. If you are still unsatisfied with the results, you may request that your written grievance be forwarded to the Appeals Committee of the Board of Directors. The Appeals Committee will contact you and arrange a meeting and will also provide you with written notification of their decision. (This procedure may take 30 plus days for the committee to meet).

Section II- Appeals for suspension or termination of services

If you have been suspended from services for six months or more, or have received a criminal trespass warning, you must send a letter stating why the suspension or termination should be lifted. This letter should be addressed to the Appeals Committee, Front Steps, P.O. Box 684519, Austin, TX 78768-4519. This letter may also be dropped off at the Austin Resource Center for the Homeless (ARCH) via a friend or relative. Information on how to reach the client must be included in the request. Clients are advised to establish a friend or relative as a contact person. The Appeals Committee will meet within 30 days to review requests. Clients will be contacted regarding their appeal directly after the meeting. The Appeals Committee is comprised of Front Steps board members. Front Steps will maintain a log of grievances filed, including documentation of the date and source of the complaint and how it was resolved.

