

South Dakota Housing for the Homeless Consortium

Coordinated Entry System

Grievance Process 3-20-18

If a participant of the South Dakota Coordinated Entry System (CES) is dissatisfied with a service, decision, action or situation involving South Dakota's Coordinated Entry System (CES), and wishes to file a complaint, the following procedures will be followed:

1. The participant is encouraged to express concerns directly to Coordinated Entry System Access Point staff to resolve the issue at the local level. A participant wishing to file a complaint completes a CES Grievance Form and presents form to Access Point staff. CES Grievance Forms are available at Access Points and at <http://www.housingforthehomeless.org>. Access Point staff must maintain documentation of any/all filed complaints and the steps taken to resolve the matter should be recorded on Grievance Form. Attempts by Access Point staff to resolve the grievance with participant should be made within 5 business days of receiving the Grievance Form. Access Point staff should document any pertinent information including attempts to contact the participant filing complaint. CES staff will forward the Grievance Form, documentation of the resolution attempt, and resolution status to the CES Project Manager. CES Grievance Forms will be filed with the Continuum of Care Administrator.
2. If the contact with the Access Point staff does not resolve the issue or if the participant does not feel comfortable making the complaint to the Access Point staff, he/she may contact the appropriate CES Regional Coordinator. Contact information for CES Regional Coordinators are located at <http://www.housingforthehomeless.org> and is posted at the Access Points. The complaint will be investigated by the Regional Coordinator and a decision will be made within 5 business days, unless just cause exists for an extended time period. Regional Coordinator will inform the participant, CES Project Manager, and CoC Administrator of the resolution of the complaint. Contact information for Regional Coordinators obtained at Access Points and <http://www.housingforthehomeless.org>.
3. If the participant is unsatisfied with the resolution provided by the Regional Coordinator and wishes to pursue the complaint further, a CES Grievance Form will be submitted to the CES Project Manager. Grievance Forms may be mailed or emailed to the CES Project Manager at the address below. The complaint will be investigated by the CES Project Manager and a decision will be made within 5 business days, unless just cause exists for an extended time period. The CES Project Manager will inform the participant and the CoC Administrator of the resolution of the complaint.

Steve Stunes
CES Project Manager
stevestunesconsultingllc@gmail.com
c/o SDHDA
P.O. Box 1237
Pierre, SD 57501

4. If the participant remains unsatisfied with the outcome of the grievance process, a completed Grievance Form including documentation may be submitted to the South Dakota Housing for Homeless Consortium (SDHHC), Policy and Advisory Committee (PAC) via the Continuum of Care Administrator.

Davis Schofield
Continuum of Care Administrator
davis@sdhda.org
SDHDA
P.O. Box 1237
Pierre, SD 57501

5. Within 30 days of receipt, the PAC will review the formal complaint and determine the best course of action. Complaints will be reviewed on a case by case basis.
6. Within 7 business days after completion of the review of the written complaint, the CoC Administrator will inform the participant of the resolution of the complaint. The decision will be provided in a written letter documenting the original complaint, all measures taken to resolve the complaint and the final decision. This letter will be issued to the participant making the complaint via email and mailed to the participant's most recent address. All decisions made by the PAC are final.

The above steps are provided in sequence; however, some steps may be eliminated if the participant wishes. After each step in the process, the participant will receive notice of the actions taken because of the complaint. All complaints received will be documented and kept on file with Continuum of Care Administrator at South Dakota Housing Development Authority.

During steps 2, 3 and 4 of the process described above, CES staff who review the grievance may request further information from the participant, CES staff, or other witnesses that may be necessary for an all-encompassing representation of the case. At any point during the process, the participant may have assistance from a representative, if he/she wishes. If the participant requires assistance to communicate (e.g. interpreter, Braille, etc.) through the process, the CES will utilize existing resources to provide that assistance.

Written Copies Available Upon Request.