

Flint & Genesee CoC

Client Grievance Policy

Informal
Complaint

Formal
Complaint

Grievance
Committee

Final
Decision

1 Client communicates
concern

Client reports
concern to agency
of the Infrastructure
Organization (I.O.)

2 Client documents concerns on
grievance form for processing

Client completes
grievance form
(with assistance if
needed) and files
with agency or I.O.

3 Grievance received by
Grievance Committee

Agency or I.O.
forwards grievance
to Grievance
Committee Chair

4 Grievance committee
communicates decision

Within 21 days the
Grievance
committee will
issue a decision and
communicate with
the client, agency,
and I.O.

Flint & Genesee CoC

Agency Grievance Policy

Informal
Complaint

Formal
Complaint

Grievance
Committee

Final
Decision

1 Agency communicates concern

Agency reports concern to agency of the Infrastructure Organization (I.O.)

2 Agency documents concerns for processing

Agency completes grievance form (with assistance if needed) and files with agency or I.O.

3 Grievance received by Grievance Committee

Agency or I.O. forwards grievance to Grievance Committee Chair

4 Grievance committee communicates decision

Within 21 days the Grievance committee will issue a decision and communicate with the agency, and I.O.