



Blue Ridge Area Coalition  
for the Homeless

# Continuum of Care Grievance Policy

September 2026

## Purpose

All agencies participating in the Continuum of Care (CoC) and/or are funded by BRACH have the right to file a complaint or grievance about the provision of services, housing, or the operations of the coordinated entry system. BRACH maintains an agency grievance procedure to ensure that agency's complaints are dealt with promptly and in an unbiased manner.

## Scope

Agencies should consider utilizing this grievance procedure for the following types of complaints:

1. Against another agency's BRACH-funded project
2. Against a process within the CoC or against BRACH as the CoC Lead Agency/HMIS Lead Agency

*NOTE: Complaints related to HUD's CoC Program funding application, BRACH funding awards, or Coordinated Entry System are handled through separate grievance processes. This form should not be used for these types of complaints*

## Policy

**Informal Grievance Procedure:** If an agency in the CoC has a complaint about a decision or action concerning their agency, the agency is encouraged to first bring the matter to the attention of the person or agency against which they are filing the grievance as a verbal or informal grievance procedure. It is intended that discussion between the parties shall resolve the issue.

**Internal Grievance Procedure:** Before filing a formal grievance with the CoC, the person or agency must first exhaust the internal grievance procedures of the agency against which they are filing the grievance and provide documentation of the results of this grievance procedure.

If the agency is not satisfied with the result of the informal grievance procedure or internal grievance procedures, or an internal or informal grievance process is not appropriate or feasible, a formal grievance procedure, as outlined below, should be initiated:

1. Agency's Executive Director completes grievance form and submits to BRACH's Executive Director.
2. BRACH's Executive Director and members of the board of directors, as appropriate, will review the complaint and substantiate the claims. This process will include gathering all pertinent information and supporting documentation from both parties to substantiate or disprove the allegation.

3. A written response to the grievance will be sent to both parties involved within sixty (60) days of receipt. If either party involved is not satisfied with the result of the grievance review, they will be given the opportunity to file an appeal.
4. Should an appeal be filed, it will be brought to the BRACH board of directors. The BRACH board will provide a written response to the appeal within thirty (30) business days.

**Anti-Retaliation Policy:** BRACH provides agencies and clients who wish to file a grievance the opportunity to do so without retaliation from the party accused or any representative associated. Retaliation includes, but is not limited to; harassment, intimidation, violence, program dismissal, refusing to provide services, use of profane or derogatory language to or in reference to the complainant, or breach of contract.

BRACH will take immediate steps to stop retaliation and prevent its recurrence. These steps will include, but are not limited to:

- Technical Assistance
- Complying with a Corrective Action Plan
- Discontinuing funding (requires BRACH board of directors' approval)

**Coordinated Entry System Grievance Policy:** This grievance policy is centered on the client's rights regarding the coordinated entry system and a fair and equal process as it relates to placement and services. If an agency has a concern regarding the Coordinated Entry System, the complaint should be submitted in writing (on paper, via email, or using the complaint form provided by BRACH). Grievances will be addressed using the following process:

1. Step One: Coordinated Entry Manager. The initial report of a consumer grievance shall be directed to the Coordinated Entry Manager. Upon receipt, the Coordinated Entry Manager will exhaust every effort to satisfy the matter within ten days of receipt.
2. Step Two: BRACH Executive Director. If the matter is still not resolved, the concern should be addressed in writing to the BRACH Executive Director, who will work to resolve the matter within ten days of receipt.
3. Step Three: BRACH Board of Directors. If no resolution has been reached after steps 1 and 2, the matter shall be submitted in writing to the BRACH Board of Directors by the Executive Director. The board chair, after reviewing the matter with the appropriate parties, will determine the best course of action and respond accordingly within ten days of receipt.
4. All decisions by the BRACH board shall be considered final.



# Continuum of Care Grievance Form

1. What is your name?
2. What organization is this grievance about? Please indicate which BRACH-funded agency below:
  - a. Blue Ridge Health District
  - b. The Haven
  - c. McKinney-Vento Connection (formerly Families in Crisis)
  - d. PACEM
  - e. Region Ten
  - f. SupportWorks Housing

If the agency is not BRACH-funded, please indicate the agency below:

- a. Central Arizona Shelter Services
  - b. The Salvation Army
  - c. Other: \_\_\_\_\_
3. I have attempted to address this complaint with the agency:
  - a. Y/N
    - i. If No, please provide a brief explanation:
4. Who did you first report this grievance to?
  - a. Name of person:
  - b. Phone number:
  - c. Email:
5. What date was the grievance first made:
6. Was there an attempted resolution of the grievance? Please include any written documentation if you have it:
7. Please provide details of your complaint/grievance here and be as specific as possible. Attach any materials you think would clarify the grievance.