



Project Community Connections, INC.

Connecting our clients with a place to call home

Client Appeal/Grievance Procedures

POLICY: According to PCCI policies and procedures any applicant denial, termination of participation can be addressed through the appeals/grievance procedures as follows:

Denial of assistance may include, but is not limited to, the individual or household's ineligibility for the program or failure to provide verifiable evidence of eligibility. Causes for termination from the program may include, but are not limited to, misrepresentation of information or receiving duplicate services.

PCCI recognizes the rights of individuals receiving assistance to due process outlined in the following steps.

Step 1: Provide a verbal statement to the client for the reasons for termination or denial based on specific PCCI program requirements. Many concerns can be resolved informally when an employee and program participant take time to review the concern and discuss options to address the issue(s).

Step 2: When possible, provide a written notice to the program participant if they are not satisfied with the results of the informal discussion in Step 1. Reiterate the reasons outlined verbally in Step 1. **The program participant may submit a formal complaint within five days, either verbally or in writing, or through the Appeal/Grievance link on the PCCI website, to the Co-CEO(s) or Director of Compliance (contact information for both parties will be included in the letter) that includes:**

- The nature of the appeal.
- Detailed information including evidence of the issue and;
- The requested remedy or outcome desired.

Step 3: The Co CEO(s) or Director of Compliance will have five working days to review and investigate the complaint and respond to the program participant in writing or verbally. The investigation may include the program participant (if warranted) and/or other members of the management team. A written response will be provided to the program participant and delivered by hand or sent via the U.S. Postal Service. The outcome of the review by the Co CEO(s) or Director of Compliance will be final unless new evidence or other circumstances warrant additional review of the complaint.

Step 4: If the program participant is not satisfied with the response from the Co CEO(s) or Director of Compliance, the program participant may file a grievance with the Board of Directors and submit a written complaint. This request for review should include:

- An explanation of the grievance and details of all previous efforts to resolve the issue.
- A copy of the previous written complaint submitted to the Co CEO(s) or Director of Compliance.
- A copy of the Co CEO(s) or Director of Compliance written response to the program participant.
- Detailed information regarding the program participant's dissatisfaction with the decision.

SSVF Specific: Clients who are being served through the Supportive Services for Veteran Families Program (SSVF) that do not feel their appeal/grievance has been addressed can then file a grievance directly with the SSVF Program Office by sending a written statement to SSVF@va.gov.

If the complaint involves a PCCI employee and is substantiated during the investigation, disciplinary action may be warranted and will be included in the employee's personnel record.

Note: If verbal notice is the only means of communication, written documentation will be created and retained in the program participant's file.

	Client Signature: _____	Date: _____
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