



CoC and ESG Program Grievance Appeal Form

The Continuum of Care (CoC) and Emergency Solutions Grant (ESG) Written Standards document the community's policies and procedures for addressing grievances with a CoC- or ESG-funded program. The Written Standards are located on the [Our Programs page of Close to Home's website under Local Policies](#). Either a client or an agency may use this form to file a formal grievance appeal against a CoC- or ESG-funded program.

Before a grievance appeal is brought before the CoC, a grievance must be filed directly with the agency in question. Contact the agency for their grievance process and forms. If the agency does not respond within 72 hours of filing or if the issue isn't resolved through the agency's grievance process within 30 days, use this form to elevate the issue to the CoC.

For assistance with this form, email hello@closetohomesa.org or call 210-876-0720.

This section requests information regarding you as the "Complainant:"

First and Last Name

Contact Information
(Phone and Email)

Agency Name

(if you are a program participant, leave blank)

Program Director Name

(if you are a program participant, leave blank)

This section requests information regarding the agency you are filing a grievance against, or the "Respondent:"

Agency Name

Project Name

(if known)

**Case Manager/
Program**

Director Name

(if applicable)

Close to Home

4100 E. Piedras, Suite 105 | San Antonio, TX 78228 | 210.876.0720 | www.closetohomesa.org

Which category best represents the nature of the grievance? Select all that apply.

- Coordinated Entry System participation and requirements
- Homeless Management Information System data quality, privacy, or standards
- Program component requirements, including case management, income determination, homeless eligibility, documentation, safety, privacy, etc.
- Housing First
- Fair Housing and Equal Access
- Client termination
- Violence Against Women Act (VAWA), including Emergency Transfer Plan
Access to mainstream resources, including the refusal to assist client(s) with obtaining these resources
- Displacement due to CoC or ESG-funded acquisition, rehabilitation, or demolition of a project
- Involuntary family separation, including denying a family's admission to a housing or shelter project based on the age and/or gender of a child under 18
- Program coordination, including refusal to maintain the minimum standards for ongoing system and program coordination and integration of CoC- and ESG-funded activities to the maximum extent practicable.
- Conflict of interest
- Lead-based paint standards

Describe the grievance in detail:

Describe the outcome of addressing the grievance with the agency. A grievance appeal will not be heard by the CoC until this step has been taken.

What needs to happen for this grievance to be solved?



Return the completed form via e-mail to hello@closetohomesa.org or via mail to:

Close to Home
PO Box 7613
San Antonio, Texas 78207-0613

The Homeless Strategic Plan Oversight Committee will review the grievance appeal and substantiate the claim at their next scheduled meeting. The process will include gathering pertinent information and supporting documentation from both parties to substantiate or disprove the allegation. A written response will be sent to both parties within 60 business days of receipt.

Signature: _____ **Date:** _____

INTERNAL USE ONLY (To be completed by Close to Home)

Date Received: _____ Date Parties Informed of Receipt: _____

Date of Committee Meeting: _____

Summary of Outcome:

Committee Member Names and Signatures:
