



# NOTICE

## How to File a Grievance Homeless Programs

### **Where do I find the grievance procedure for homeless programs?**

Copies are found posted in agency common areas or you may ask any agency staff person for a copy.

### **How do I file a grievance?**

Submit a grievance directly with agency staff. Write up your grievance (with staff assistance if needed) and follow the grievance procedure, which provides opportunities to meet with senior management. The agency is required to respond by a certain timeline. If you are not sure when that is, ask agency staff.

**If no resolution is reached or you disagree with the agency's resolution**, ask to be referred to cost-free mediation/dispute resolution. This option is stated in the agency procedures and shown below:

Dispute Resolution Program | Office of the City Attorney  
200 N. Spring Street, 14<sup>th</sup> Floor, Los Angeles, CA 90012  
**Phone:** (213) 978-1880

**If the agency receives LAHSA funding and you believe the agency did not follow their Grievance Policies and Procedures in addressing your complaint**, you may choose to file a due process appeal with LAHSA at:

Grievance Coordinator, LAHSA  
811 Wilshire Blvd., Suite 600, Los Angeles, CA 90017  
**Email:** [grievances@lahsa.org](mailto:grievances@lahsa.org) | **Phone:** (213) 225-8484 | **Fax:** (213) 892-0093

**If the agency receives City funding and you believe that the agency did not follow their Grievance Policies and Procedures in addressing your complaint**, you may choose to inform the City by emailing the Human Services Division at [humanservices@smgov.net](mailto:humanservices@smgov.net).

**If you have a disability rights or housing rights issue**, submit your concern to the Santa Monica City Attorney's Office online at [smconsumer.org](http://smconsumer.org).

For questions about the information above, you may contact the City's Housing and Human Services Division:  
**Email:** [humanservices@santamonica.gov](mailto:humanservices@santamonica.gov) | **Phone:** (310) 458-8701 | **TTD:** (310) 458-8696