



NOTICE

How to File a Grievance Human Services Grants Programs

The City requires that each agency funded through the Human Services Grants Program has a written policy for addressing participant grievances. That policy must be provided to all participants at the point of intake or services, and posted in clearly visible and accessible locations where services are provided.

I don't see the policy posted. How do I get a copy?

A copy of the grievance policy and grievance form must be made available upon request. Please ask your case manager or other staff person at the agency for a copy.

How do I file a grievance?

The written grievance policy will outline the process, including a timeline for response from the agency. It may also include an outline or form for you to complete that asks you to describe the issue or incident, including the names of people involved, the date or dates of the incident and other details. Submit the grievance directly with agency staff. If needed, please ask staff for assistance in completing the form. The agency is required to respond to your grievance in a timely manner. Inquire with agency staff regarding when you can expect to receive a response to your grievance, and inform staff if you are interested in meeting with senior management to discuss your grievance.

If no resolution is reached, or if you disagree with the agency's resolution, ask to be referred to the agency's cost-free third party mediation/dispute resolution service. This option is stated in the agency procedures. If a third party option is not in the agency grievance procedure guideline, request it directly from agency staff.

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 or call (310) 458-8333.

If you are experiencing homelessness, the agency you are working with may also have to comply with procedures set forth by the Los Angeles Homeless Services Authority (LAHSA). You may choose to file a due process appeal with LAHSA by contacting LAHSA by email at grievances@lahsa.org or calling the Grievance Line: (213) 225 8442.