**Homeless Veterans’ Reintegration Program (HVRP)
Participant Grievance Policy**

It is the mission of Click here to enter organization name. to serve all participants and customers with excellence and care. If a participant believes that he/she has not been properly served, that participant may submit a compliant. Every attempt will be made to resolve complaints promptly. All complaints will be addressed within Click here to enter number of business days. business days of receipt by Click here to enter organization name.. Filing a complaint will not result in retaliation or barrier to services for the complainant.

Process for filing a grievance:

* All complaints must be submitted in writing to Click here to enter the name and title (e.g., Jane Doe, Director of HR).. Please include a working phone number and/or email address for prompt response.
* The Click here to enter the title from above. will review the compliant, conduct any necessary follow up, and address the concern within the abovementioned timeframe. This will include a response to the complainant. Please not that privacy and legal concerns may prohibit full disclosure of the action taken to address the complaint.
* Issues related to ethical standards of conduct, including but not limited to legal/moral standards, confidentiality, and participant/staff relationships should be reported as a grievance immediately.

### Signatures:

