



2219 Chicago Avenue South  
Minneapolis, MN 55404

Phone | 612.872.4193  
Fax | 612.872.4442  
Web | [www.oscs-mn.org](http://www.oscs-mn.org)

## ***Grievance Procedure and Appeals Process Policies***

Our Saviour's Housing encourages guests to share any suggestions and/or complaints regarding policies and services of the program.

It is the policy of Our Saviour's Housing (OSH) to review all grievances received in a thorough and impartial manner. In order to provide review and follow up, a written notice of the individual making the grievance is required; a response to the grievance will then be made with seven days. Please give detailed information about the incident, as this will allow OSH to investigate the incident thoroughly. Please include staff names, names of guests involved, the location of the incident and the date the incident occurred. OSH is governed by the MN Data Privacy Act, which states the information you provide will remain confidential except as allowed under this Act. Grievance forms can be found at the front desk with a shelter worker.

A grievance is the process of formally filing a dispute to address complaints or suggestions regarding service provided or a program. In this process a grievance moves from one authority employee to the next higher authority employee of Our Saviour's Housing.

The following processes should be used to resolve any grievance:

- A. The staff member and resident will attempt to resolve the complaint. The staff person will hear the complaint and attempt to work through the problem.
- B. If the complaint is not resolved, you may request to speak to the Shelter Manager to act as a mediator and assist with a resolution.
- C. If the complaint is not resolved, you may request to speak to the Program Director to act as a mediator and assist with a resolution.
- D. If efforts to resolve the problem remain unsuccessful, the resident may then direct a written complaint to the Executive Director. The Executive Director will provide a written or verbal response within 10 days. The written decision of the Executive Director is final.
- E. If efforts to resolve the problem remain unsuccessful, the resident may then direct a written complaint to the System Wide Grievance. Grievance forms can be found at the front desk of Our Saviour's Housing shelter or on the Adult Shelter Connect's website.
- F. The grievance procedure does not preclude the resident(s) from taking legal action if a legal basis for the complaint exists.

I am signing that have read and acknowledge the above policy.

Printed Name: \_\_\_\_\_ Witness Name: \_\_\_\_\_

Resident Signature: \_\_\_\_\_ Witness Signature \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_