

Grievances

OSH takes grievances seriously as a way to garner feedback and improve services, as well as detect brewing conflicts early in order to prevent further incidents.

Individuals wishing to file a grievance should complete a form and submit it to staff. Completed forms should be placed in the Shelter Manager's inbox, as well as logged in the logbook. The Shelter Manager will investigate the claim and determine if any action should be taken. If the complainant is not satisfied with the Shelter Manager's response, they are then able to bring their concern to the Housing Director, and then the Executive Director.

Grievance Form

Date: _____ Name of Complainant: _____

Phone Number: _____ Email: _____

Mailing Address: _____

Please describe your complaint as thoroughly as possible. Include all names, dates, and observations you can. Please use the back of this page if you need more space:

Describe the Incident:

Any witnesses to the incident:

What is your desired outcome?

Resident Signature

Date