System Wide Grievance Form for the Single Adult Shelter Collaborative

***Definition***

*A system wide grievance is defined as 1) A grievance within a shelter that has gone through the agency’s official grievance policy, and has not been resolved according to either the shelter guest or the agency, 2) A grievance that does not involve one specific shelter, but the system as a whole, or 3) A grievance that involved multiple interacting parts of the homeless response system.*

**Please submit form to the Hennepin County Office to End Homelessness:**

Danielle Werder – Principal Planning Analyst (focus on single adults experiencing homelessness)

Email: Danielle.werder@hennepin.us Phone: 612-224-1519

**Part 1: Your information (grievant)**

|  |  |
| --- | --- |
| Name:       | Date of Report:       |
| Phone:       | Email:       |
| Best way to contact you: Phone [ ]  Email [ ]  Other (Please specify) [ ]  |
| Other way to contact details:       |
| Have you brought this grievance to the attention of the shelter or place in which you have the grievance? Yes [ ]  No [ ]  Not Applicable [ ]  |
| If yes, what was the agency’s response:      If no, please continue to work with the agency’s policy |

**Part 2: Information about the event**

|  |
| --- |
| Date, time and place of event leading to the grievance:       |
| What happened? Please include details and names of persons involved (please attach and send any helpful or other documentation that you may have):       |
| What outcome would you like to see:       |

**Part 3: Agency Response**

|  |  |
| --- | --- |
| Agency Name: | Employee: |
| Date Grievance Occurred: | Date of Internal Follow-up: |
| Date, time, and place of event leading to the grievance: |
| In detail, explain what happened: |
| What was the agency’s response: |
| What outcome would you like to see: |

**Part 4: Follow Up**

|  |
| --- |
| Recommended Solution and Timeline:       |

|  |  |
| --- | --- |
| OEH Staff:       | Position:       |
| Date Grievance Received:       | Date Grievance Resolved:       |
| Has the grievant been notified of the outcome? Yes [ ]  No [ ]  N/A [ ]  |
| If no or N/A, please explain why?       |

Submit