



Community Member Grievance Procedure

EC3's Commitment to You:

We are committed to providing services that are respectful, culturally responsive, and centered on your safety and dignity. You have the right to voice concerns, ask questions, and file a grievance without fear of retaliation or loss of services.

A grievance is a formal complaint about how services were provided, how you were treated, concerns about staff conduct, communication, or decision-making.

What You Can File a Grievance About:

You may file a grievance if you believe that:

- You were treated disrespectfully, unfairly, or without dignity
- Your cultural, religious, or personal values were not respected
- Communication from staff was unclear, inappropriate, or harmful
- Your privacy or confidentiality was not protected
- Services were denied or delayed without explanation
- You felt unsafe or uncomfortable working with a staff member

You do **not** need proof to file a grievance and filing one will **not affect your eligibility for services**.

How to File a Grievance:

You may submit a grievance in any of the following ways:

- In writing (by sending an email to info@eastcolfaxcc.org or on EC3 provided grievance form)
- Verbally (in-person or by phone)



- With support from a trusted person, advocate, or interpreter

If language access, disability accommodations, or interpretation are needed, we will provide them.

Grievances may be submitted to:

- Housing Assistance Manager **or**
- Office Systems Manager **or**
- Another designated Manager or Director within **EC3**

What Happens After You File:

1. **Acknowledgment**

You will receive written confirmation that your grievance was received within **5 business days** of your submission.

2. **Review**

A supervisor or manager will review the grievance, which may include:

- Speaking with you
- Speaking with staff involved
- Reviewing relevant documentation

3. **Response**

You will receive a written or verbal response within **15 business days**, explaining:

- What was found
 - Any actions taken or planned
 - Next steps, if applicable
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Possible Outcomes:



Outcomes may include (but are not limited to):

- Clarification or correction of services
- Staff coaching or training
- Reassignment to a different Organizer
- Policy or procedure changes
- Additional support or follow-up for you

If You Disagree With the Outcome:

If you are not satisfied with the response, you may request a second review by EC3's Operations and/or Executive Director,

You will receive a written or verbal response within **15 business days**, explaining:

- What was found
- Any actions taken or planned
- Next steps, if applicable

Your Rights:

- You may file a grievance at any time during or after receiving services
- You will not be punished, denied services, or treated differently for filing a grievance
- Your information will be kept confidential and shared only as necessary to address the concern