

RICoC Grievance Policy: Frequently Asked Questions:

1. What is a Grievance?
A Grievance is a formal complaint or allegation against a provider agency funded by the Continuum of Care and/or any staff member and/or volunteer associated with such a provider agency.
2. Who is on the Grievance Committee?
The Grievance Committee has the final authority for grievances within the Rhode Island CoC and RI's Consolidated Homeless Fund (CHF). All grievances will be reviewed by the CoC Grievance Review Subcommittee. The review subcommittee is made up of at least four members selected by the Grievance Committee. Members may include:
 - A person who is currently or formerly homeless and one alternate person for this position. The individual(s) with lived experience of homelessness in the review subcommittee may or may not be a member of the RICoC's Constituent Advisory Committee.
 - Either a person who is a member of the Rhode Island Continuum of Care who is **not** affiliated with the provider agency that is the subject of the complaint and one alternate for this position or a person who is a member of a CHF funded agency who is not affiliated with the provider agency that is the subject of the complaint
 - A person who is a member of the Rhode Island Continuum of Care who does **not** represent a provider agency and who shall be the Chairperson of the Grievance Committee.
 - A staff member of the Executive Office of Housing.
3. Do complainants have to appear before the Grievance Committee?
Ideally, yes, but it is not required.
4. May complainants have witnesses?
Witnesses are welcome. Either party to the grievance (the program or the client) may bring a witness.
5. Can complainants have an advocate?
Yes. At any time during the process, you may use an advocate or a support person. It is not required to have an advocate. If complainants would like an advocate, they must identify and designate their own advocate. An advocate can be a friend, family member, or other trusted individual.
6. Is there a time limit for bringing a grievance to the Grievance Committee?
Yes. Before filing a grievance with the Grievance Committee, you should first try to resolve the problem using the provider agency's internal process for addressing complaints and issues. If you go through your provider agency's process and are not happy with the outcome, you have 60 days after receiving that resolution to file a grievance with the RICoC Grievance Committee.

Note: Repeated failure to provide essential information and/or generally pursue the Grievance will indicate that you no longer wish to follow up on it, and your grievance will be closed.