



## **Rhode Island Continuum of Care Grievance Policy & Procedure**

Prepared by RICOc Grievance Committee  
Approved by RICOc Board on May 14, 2026

### **Grievance Policy:**

All households served by programs funded by the RI Continuum of Care (CoC) and the State of Rhode Island's Consolidated Homeless Fund (CHF) have the right to file a complaint or grievance if they feel their rights have been violated by a CoC or CHF-funded program or agency. The RICOc maintains an agency grievance procedure to ensure that all program participant complaints are addressed quickly and in an unbiased manner.

Individuals can designate a friend, family member, or other trusted person to be their advocate during the grievance process if they choose. Individuals are not required to have an advocate but have the option to designate one. Individuals can withdraw permission for their advocate to speak on their behalf at any time during the grievance process by calling or emailing the CoC or EOH staff person who is managing the grievance process.

This process is in place for when a grievance cannot be resolved through the specific program/agency's formal grievance process. All grievance claims will be submitted to the RICOc Grievance Committee for review and investigation. Grievance responses are given within 20 days of the Grievance Committee's decision. Any agency/program named in a formal grievance complaint will not participate in the review or investigation process.

The Grievance Committee will meet quarterly on regularly scheduled days and times. Ad hoc meetings may be called if a grievance is presented to ensure grievances are addressed within the timeline outlined below. Ad hoc meetings will be coordinated by the Chair of the Grievance Committee and the Collaborative Applicant as needed. Every effort will be made to provide at least one week's notice of the meeting to all who have filed grievances.

Grievance Committee deliberations will be confidential, and reports will be shared only with the person filing the grievance and the agency involved, except as outlined in the Anti-Retaliation Policy

The Grievance Committee will report to the RI Continuum of Care Board of Directors and the RI Executive Office of Housing (EOH) quarterly on the aggregate number of grievances reviewed and any recommendations on policy and procedure resulting from grievances.

The Grievance Committee is the final authority for grievances within Rhode Island for CoC and CHF funded projects.

### **Anti-Retaliation Policy**

The RICOc provides agencies and program participants who wish to file a grievance the opportunity to do so without retaliation from the party accused or any representative associated. Retaliation includes, but is not limited to, harassment, intimidation, violence, program dismissal, refusing to provide services, use of profane or derogatory language to or in reference to the program

participant, or breach of contract.

The RICoC will take immediate steps to stop retaliation and prevent its recurrence. These steps will include, but are not limited to, technical assistance, implementation of a corrective action plan, written report of grievance(s), and retaliation to program funder(s). The Grievance Committee will request supporting documentation from the alleged victim of retaliation to substantiate all claims.

**Procedure for filing a grievance:**

1. The first step of the grievance process is for the program participant or their advocate to file a grievance with the agency involved. The program participant or their advocate should contact the homeless service provider agency for their Grievance policy and form. All CoC and CHF-funded programs are required to have a Grievance policy and a procedure for handling grievances.
2. If the grievance is not resolved through the agency's formal grievance process or if the participant is not satisfied with the outcome, the program participant or their advocate may then pursue a grievance with the CoC Grievance Committee. The grievance must be filed with the CoC Grievance Committee within 60 days after the agency resolution is made.
3. If the Grievance is related to a CoC-funded program, the program participant or their advocate completes the CoC Grievance form and submits it to the CoC Planning Staff. If the Grievance is related to a CHF funded program, the program participant or their advocate will complete the CHF Grievance form and submit it to EOH. See [here](#) for the CHF Grievance Policy and form.
4. The RICoC Planning Staff or EOH CHF staff will review the grievance form and refer it to the Grievance Committee.
5. The Grievance Committee will set up a meeting with the program participant(s) or their advocate and the agency to collect their testimony and any additional information. The committee may decide to hold separate meetings with the program participant and the agency. Committee members will then review the following records:
  - a. Provider agency's Grievance/Complaint Form (Completed by participant/advocate)
  - b. Provider agency's response/resolution (Completed by the Agency)
  - c. Provider agency's program policies and procedures
  - d. Any other supporting documentation requested to support the grievance – this could include emails, eye-witness statements, etc.
6. Based on the information provided above, the committee will consider the submitted grievance and make a final decision on the course of action to be taken. The committee may choose to uphold or override previous decisions. The committee will notify you of the decision and ensure that their resolution is carried out.

**Grievance Timeline:**

1. Grievance is handled internally within an agency (Timeframe varies by agency)
  
2. If the agency solution is unsatisfactory to the program participant or there is no response, the program participant may file a grievance with the CoC Grievance Committee. The RICoC Planning Staff will review the grievance form and refer it to the Grievance Committee. If the program participant cannot submit a grievance to the Grievance Committee within 60 days after the agency resolution is made, the committee can offer extensions in extenuating circumstances. (Within 60 Days after agency resolution is made)