**Chicago Coordinated Entry System**

**Grievance Policies and Procedures**

**Participant Rights**

You have the right to file a grievance if you have a compliant about the services you receive in the Chicago Coordinated Entry System. We encourage you to try to work out the problem directly with the other person/program as a first step in the process. If you cannot do that or you are unsatisfied with the outcome, you may submit your grievance.

You have the right to be assisted by an advocate of your choice (such as an agency staff person, co-worker, friend, family member, etc.) at each step of the grievance process. You have the right to withdraw your grievance at any time.

**Policy**

If you have a grievance regarding a particular agency or agency representative, you should follow that agency’s grievance procedure. The agency completing the screening should address any complaints by participants. Examples include complaints about how you were treated by agency staff, agency conditions, or violation of confidentiality agreements. Any other grievances should be shared through this grievance process with CSH, the Chicago Coordinated Entry System Facilitator.

**Process**

There are two steps of review available for each grievance:

**Level 1:** The first person to review the grievance is the Chicago CES System Facilitator/CSH. The form to complete is on the back of this page. Please e-mail this form to [ChicagoCES@csh.org](mailto:ChicagoCES@csh.org) or call 312.332.6690 ext. 2825 if you prefer to share your grievance by phone. If you leave a message, please share how you can be reached.

You will be contacted within two business days of receiving this form or voicemail using the contact information you share. If you agree with the resolution it will be implemented. If you do not agree you will have ten days to respond to the CSH representative that you wish to elevate your concern. In this case, CSH will forward your grievance to the Coordinated Entry Leadership Team.

**Level 2:** The CE Leadership Team will review your grievance within a month at their monthly meeting. A CSH representative will share your grievance with the CE Leadership Team for a resolution. You will be contacted by the CSH representative to discuss the resolution within two business days of this monthly meeting.

**Chicago Coordinated Entry System**

**Grievance Form**

Click here to enter text.

**Name:**

Click here to enter text.

**Phone:**

Click here to enter text.

**E-mail:**

**If you do not have a phone number or e-mail address, please share the best way to reach you such as an emergency contact, mailing address below:**

Click here to enter text.

**Please share the nature of your grievance below:**

Click here to enter text.

**What recommendations do you have for resolving this grievance?**

Click here to enter text.

\*Please feel free to attach up to two additional pages if needed.