

GRIEVANCE PROCEDURE

Muskegon County Supportive Housing Project I

The following shall be considered as the Muskegon County Supportive Housing Project I official grievance procedure. HealthWest of Muskegon County staff and tenants shall be expected to abide by the terms and conditions herein.

- A. When a tenant has cause to grieve due to inappropriate treatment or a dispute with HealthWest of Muskegon County staff related to the Supportive Housing Project, the grievance must be submitted in writing. The grievance shall outline the problem, date of occurrence, and any person(s) involved and is dated and signed by the resident. The letter should be hand-delivered to 376 Apple Avenue, Muskegon, MI, during normal business hours, if possible, for the quickest resolution.

The tenant, if a recipient of HealthWest of Muskegon County services, may also file a complaint with the Office of Recipient Rights, 376 Apple Avenue, Muskegon, MI, or call a Rights Officer at (231) 724-1107.

- B. The HealthWest of Muskegon County Project Director for the Supportive Housing Project will review the grievance letter and clarify any missing or ambiguous issues with the tenant.
- C. Within 72 hours the Project Director will investigate the complaint to determine the factual elements of the grievance and make a determination of the best approach to deal with the grievance.
- D. The tenant filing the grievance may be called upon to attend a conciliation meeting with the Project Director and/or person(s) outlined in the letter.
- E. The outcome of the grievance will be documented by the Project Director and maintained as part of the grant file.
- F. Dissatisfaction with the Project Director's handling of a grievance should be voiced to the Executive Director of HealthWest of Muskegon County, and the tenant should request a meeting with the Executive Director.
- G. Dissatisfaction with the Executive Director's handling of a grievance should be forwarded to the regional office of the Department of Housing and Urban Development or other outside source for resolution.
- H. Anytime during the grievance process, the tenant should have a right to legal representation if requested at a tenant's expense.

Contacts

HUD Regional Office
477 Michigan Avenue
Detroit, MI 48226