

## **GRIEVANCE POLICY**

Eastside Community Development Corporation seeks to provide fair consideration to any complaint that is expressed by an applicant for service or a service recipient. Eastside Community Development Corporation is also committed to providing a prompt response to every complaint and to assuring that no form of retaliation will be imposed upon any individual for having expressed such a complaint. For purposes of this policy, a complaint is referred to as a grievance.

An applicant for service or service recipient may bring any concern to the attention of Eastside Community Development Corporation staff, including but not limited to, the following, as applicable:

- a. Denial of service;
- b. Any perceived act of mistreatment or inappropriate treatment by the organization or any representative of the organization;
- c. Perceived failure of Eastside Community Development Corporation to provide any service or benefit it committed to provide;
- d. Perceived failure of the organization to follow its own policies and/or procedures;
- e. Any action, up to and including an involuntary termination of services.

### **Procedure for Filing a Grievance**

If an applicant has been denied service, Eastside Community Development Corporation will provide the applicant with a letter explaining why the service is being denied. If the service has been denied because the applicant is not eligible for services, then that decision is final, unless the applicant can provide additional information to prove eligibility. If the applicant has additional information, the individual should contact the Eastside Community Development Corporation staff person who signed the letter explaining why the service was denied and deliver the additional information to prove eligibility within the timeframe identified in the letter. If an applicant is denied service for any other reason and the applicant wishes to appeal it, the applicant must contact the Executive Director, immediately at (410) 284-9861 to schedule a meeting within 24-72 hours. When the applicant meets with the Executive Director, the applicant must bring with them a letter explaining why they are appealing the decision. The Executive Director will review the applicant's appeal and make every effort to either confirm the original decision to deny services or to overturn the decision at that time; but in any event, the Executive Director will provide a final decision in writing to the applicant within 72 hours of the meeting. The decision of the Executive Director will be final and may not be appealed any further within the organization. However, the applicant may reapply for services at another time.

. If the complaint involves the denial of a Baltimore County program, the client may take the denial letter provided, and appeal to Ms. Marcia Williams, Department of Planning at 410-887-3803.

PRINT CLIENT NAME

CLIENT SIGNATURE

DATE

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