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## HMIS Client Grievance Policy and Procedure

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### Policy

Clients will contact the Participating Agency with which they have an HMIS data related grievance for resolution of problems. Participating Agencies will report all HMIS-related client grievances to the HMIS Lead Agency Senior Manager or designee.

### Purpose

To allow clients to express concerns and have correction implemented.

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The CoC Steering Committee holds the final authority for all decisions related to the governance of the HMIS system. Decisions made or actions authorized which do not satisfy an interested party, including those at the Continuum, agency, or client levels may be brought before the CoC Steering Committee for a decision in accordance with the HMIS Grievance procedure.

The CoC Steering Committee members shall not have a conflict of interest for the grievance they are to adjudicate. All committee members must sign a confidentiality statement and conflict of interest agreement.

### Client Grievance

Clients of participating agencies use the participating agency's existing grievance procedure regarding unsatisfactory services or use and disclosure of Personal Protected Information (PPI) in HMIS, as these issues are most likely within the participating agency. It is only when the issue involves the actions of the HMIS regional operation that the HMIS Client Grievance Procedure is used.

If a client wants to file a complaint:

1. The Client complaint is to be brought directly to the Participating Agency with which they have a grievance within seven days of the grievance.
2. The Participating Agency shall assist the client in the Grievance Procedure.
3. The complaint is to be stated in writing.
4. The complaint shall be returned to the Participating Agency's Executive Director or designee who has the ability and authority to take corrective action. If needed the HMIS Senior Manager or designee will assist in the identifying the appropriate party.
5. The client and the Participating Agency's representative meet together with the appropriate HMIS Lead Agency staff to resolve the complaint.
6. The actions and resolutions shall be in writing.
7. Should the client want to appeal the HMIS Lead Agency's decision, a grievance subcommittee of the CoC Steering Committee will hear the complaint at a scheduled meeting and resolve the complaint in a manner in which it makes its decision. This decision is final.
8. All actions and resolutions will be in writing. Both the client and the HMIS party involved will have a copy describing the resolution of the complaint.



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### Grievance by Participating Agencies or a Continuum of Care

Participating Agencies who are participating in the HMIS, with the Continuum of Care, are to first ascertain if the issue is at the Continuum of Care level and if so to resolve it at that level.

If a Participating Agency, Continuum of Care, or any combination of such organizations has a complaint about a decision or action of the HMIS Lead Agency staff concerning HMIS, they should first bring the matter to the attention of the HMIS Project Manager, and/or the designee who has the ability and authority to take corrective action, as a verbal or informal Grievance Procedure.

### Informal Grievance Procedure

The informal grievance procedure involves bringing the issue verbally to the HMIS Lead Agency staff that has the ability and authority to take corrective action. It is intended that discussion between the parties shall resolve the issues.

### Formal Grievance Procedure

If the matter is not resolved through the Informal Grievance Procedure to the satisfaction of the Participating Agency or Continuum of Care the Formal Grievance Procedure should be initiated.

1. The complaint should be in writing and submitted to the HMIS Project Manager
2. If the grieving party is not satisfied, the decision may be appealed to a grievance subcommittee of the CoC Steering Committee who will hear and resolve the complaint at its next regularly scheduled meeting. This decision is final.