**Coordinated Entry Grievance Procedure**

Your Way Home wants you to be satisfied with the services we provide and will make every effort to informally resolve any concerns you may have. Per your rights, you are free to contact the direct supervisor of a Call Center, Street Outreach, or Emergency Shelter worker at any time to discuss concerns you may have.

You may also pursue a formal appeal of basic eligibility determinations and/or program exits, as well as file grievances related to discriminatory complaints or other serious matters, as they relate to Coordinated Entry programs and services. A staff member, family member, friend or advocate may represent you during your grievance process.

The first step in filing a formal grievance is to submit the grievance in writing to the Program Manager:

Program Manager, Your Way Home  
P.O. Box 311  
Norristown, PA 19404  
Fax: 610-278-3636

Email: yourwayhome@montgomerycountypa.gov

* Your formal grievance or complaint must include specific examples related to your grievance or the appeal you are making, as well as any supporting documentation.
* You will be notified within one business day that your grievance has been received.
* After reading and/or listening to your concerns, the Program Manager will make a determination in writing within 10 business days. You will be provided a copy of the determination and the reasons leading up to the determination within 30 business days.
* If you are in disagreement with the Your Way Home Program Manager’s determination, you may appeal to the Deputy Director by contacting them directly.

Your Way Home is prohibited from retaliating against you for filing a grievance or complaint. Throughout the grievance process, we will monitor for retaliation and protection of your rights.

By signing below, I acknowledge I have received a copy of this Grievance Procedure and understand the process for submitting a Grievance to Your Way Home.

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Signature Date