

Grievance Process

Definition of Grievance: *A grievance exists when a client at any time receiving services within the Community Assistance Network Inc., has a complaint or believes they may have been treated unfairly.*

The purpose of the grievance process is to (a) allow clients to address both individual and program concerns in a fair, orderly, and timely manner; (b) identify problems and conflicts and resolve them with minimal disruption to the operation of assistance being received; (c) provide clients with a process that allows unresolved issues to be resolved by an unbiased higher authority.

Grievance Process

If a client would like to file a grievance, they need to complete the Grievance Form which is posted throughout CAN locations and will be given at the time of request and/or can be obtained from the Community Assistance Network website <https://www.canconnects.org/documentation>. Upon request, the organization will aid in filling out a grievance form. If the grievance is toward any staff member, the completed grievance form should be directed to the Assistant Manager or Manager at that location. See the first point of contact list below. If the grievance is against the Manager, it should be Directed to the Shelter Director, and if it is towards the Shelter Director, it should be directed to the Deputy Director. If the grievance is towards the Deputy Director, it should be directed to the CEO/Executive Director.

Please see first point of contact for each CAN Shelter location:

Westside Men's Shelter, Angela Moore, amoore@canconnects.org or 410-285-4674 ext. 216

Eastside Men's Shelter, Devon Faison, dfaison@canconnects.org or 443-525-8038

Eastside Family Shelter, Chasity Norris, cnorris@canconnects.org or 410-887-5230

If you disagree with the decision of the manager above, please contact Shelter Director at the following address:

Darnesha Fowlkes, Shelter Director Community Assistance Network, Inc. 7900 E. Baltimore Street
Baltimore, MD 21224, 410-887-5286, Fax: 410-285-6707 Email: dfowlkes@canconnects.org

The grievance should be filed within three business days from when the issue occurred. The Shelter Director must investigate the grievance with a face-to-face or phone conference with individual and respond, in writing (a) via notation the client's file and/or (b) by telephone with the resident within five business days of receiving the complaint.

The client has the right to appeal the Shelter Director's decision within three business days to **CAN's HR Director, Michelle Phelps** at 410-285-4674, mphelps@canconnects.org or by mail at the address listed above, who must respond in writing to the appeal within five business days. The written response will be copied and added to the client's file.

If the client is still not satisfied with that decision, he/she may appeal within three business days to CAN's **CEO/Executive Director, Mitchell Posner** at mposner@canconnects.org or by mail with the address above. The CEO/Executive Director will respond to the client in writing within ten business days. All decisions, at this level, are final.

All clients' appeals must be in writing via email or written document. Failure to appeal in the prescribed time frame, at any step, constitutes decision acceptance by the client. Client should be assured that the use of this policy is their right as a client. CAN will ensure that no form of retaliation is imposed upon any individual as a consequence of expressing a grievance.