

**LOS ANGELES COUNTY
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
TRANSITIONAL HOUSING PROGRAM (THP) FOR HOMELESS YOUNG PEOPLE**

GRIEVANCE PROCESS AND PROCEDURES

Participants may file grievances regarding issues arising from program participation or treatment in the program. Following are the procedural steps for filing such a Grievance.

- STEP 1: Participant must complete the attached Notice of Grievance form. The form must be filled out completely and clearly indicate why participants grounds from Grievance.
- STEP 2: Following decision to file a Grievance or complaint, participant must file the Grievance form within five (5) calendar days.
- STEP 3: Participant must attach any supporting documentation to the Notice of Grievance form. Supporting documents including any information or documentation participant feels would assist in determining the merit of the Grievance.
- STEP 4: Participant must send the Notice of Grievance form and supporting documentation to the Grievance Committee Coordinator:

**DCFS Transitional Housing Coordinator:
Onitsha Thompson, Youth Development Services Ombudsman
532 E. Colorado Blvd., 8th Floor
Pasadena, CA 91101
Office: (626) 229-3811
Fax: (626) 397-9160**

- STEP 5: Within 10 business days following receipt of the Notice of Grievance, the Grievance Committee Coordinator will schedule a Grievance hearing and notify participant in writing when and where the review will be held. To ensure proper notification, mailing address and/or telephone number must be accurately completed on the Notice of Grievance form submitted.

If the participant fails to appear for the Grievance Committee hearing, then the Grievance Committee will base its decision on the supporting documentation provided by the Participant.

- STEP 6: The Grievance Coordinator will notify the Agency staff of the Notice of Grievance Request within 24 hours and will request submission of copies of records and supporting documents of individuals who might be called for testimony.

STEP 7: Following the Grievance hearing, a decision will be rendered by the Grievance Committee within 3 business days. A Notice of Grievance Result form documenting the Grievance Hearing Committees decision will be forwarded to the Transitional Housing Program (THP) for Homeless Young People manager and participant.

STEP 8: Grievance Committee will refer all unresolved grievances within 48 hours of the Grievance Hearing to an outside resolution services.

Avis Ridley – Thomas
Dispute Resolution Program
City Hall
200 N. Main St. East, 16th Floor
Los Angeles, CA 90012
(213) 485-8324

Transitional Housing Program – Plus

Notice of Appeal Request

Name of Appealer: _____

Address: _____

City _____ State: _____ Zip Code: _____

Telephone #: _____ Message #: _____

Effective Termination Date: _____

Reason for Termination: _____

THP Social Worker: _____

Reason (s) you feel you were unfairly terminated from the Transitional Housing Program: (Attach separate sheet if necessary)

Supporting documents attached: Yes No

List supporting documents: _____

Participant Signature _____ Date: _____

Cc: THP Director
Participant
File Copy