GRIEVANCE PROCEDURE

HABITAT FOR HUMANITY SW ALABAMA

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

PROJECT NO. MCD-HH-20-001

**Purpose:** The purpose of this grievance procedure is to provide a process for receiving, evaluating and resolving grievances related to determinations made by Habitat for Humanity of SW Alabama (HFHSWA) which affect roof replacement assistance. The grievance procedure is intended to assure that all applicants are treated equally, to allow the hearing and resolution of grievances in a fair and timely manner, and to determine the appropriate action(s) needed to assist in resolving the concern(s).

**What is a grievance?** A grievance is defined as a complaint filed by an applicant (a.k.a. “requester”) for roof replacement assistance related to a concern associated with grant assistance issues including, but not limited to:

* applicant eligibility
* applicant ranking
* application approval or disapproval

The grievance process should be used to address disputes from the applicant related to decisions made by HFHSWA.

**Process:** Following determination by HFHSWA as to applicant ranking and/or as to whether an applicant is eligible or ineligible, approved or disapproved, written communication will be sent to the applicant explaining the determination. Upon receipt of the communication, if the applicant is not in agreement with the decision, he/she has a right to file a grievance. It is realized that the potential for grievances is as varied as the individual applicants; therefore, it is understood that situations will arise that cannot be spelled out specifically herein. Accordingly, these matters will be handled on a case-by-case basis.

In an effort to promote good communication and the best possible outcome, the applicant should first contact HFHSWA in an attempt to better understand the situation and/or to identify an informal solution to the problem prior to initiating a formal grievance with the Mobile County Grants Department. Applicants can be assured that there will be no retaliation due to the filing of a grievance.

**Step 1**

1. Following receipt of communication from the HFHSWA, if the applicant is not in agreement with the decision stated therein, he/she may (within 30 calendar days of the date of such communication) request to discuss the grievance with the Executive Director of HFHSWA (or designee). This discussion may take place either on the telephone or in person, with or without the assistance of another person (e.g., family member, advisor, translator, and interpreter) and can be done at the time of the call or at a later time to be determined. If the applicant is hearing impaired or is a limited-English speaking person, arrangements for use of an interpreter/translator will be coordinated by HFHSWA.

HFHSWA can either hear the grievance at the time of the original call or schedule a time for an oral presentation (on the telephone or in person) within seven (7) business days of the request. HFHSWA will talk with the requester to determine the nature of the concern, discuss the issue, and attempt to answer any questions raised.

2. HFHSWA’s decision regarding the grievance will be documented and returned to the applicant within five (5) business days (excluding Saturday, Sunday or holidays) of the date the oral grievance is presented. Every effort will be made to clarify and resolve the problem at the HFHSWA level.

**Step 2**

1. If the requester is dissatisfied with the decision reached by HFHSWA, he/she may submit a written grievance to the Mobile County Grants Department (the Department) within ten (10) business days of receipt of the decision from Step 1. The grievance submitted by the applicant should include, at a minimum, the following information: applicant name, date, reason for the grievance, desired remedy, documentation and other supporting information relative to the grievance. Contact information for the Department is available at <https://www.mobilecountyal.gov/grants/>.

2. Upon receipt of the written Step 2 Grievance, the Mobile County Grants Department will provide a written response as soon as possible, but not later than ten (10) business days. The Department also reserves the right to request an oral presentation if necessary, wherein both the applicant and HFHSWA will have an opportunity to present relevant information. The Department will investigate the facts surrounding the appeal and make a determination.

3. The Department’s final decision will be documented and returned in writing to the applicant as soon as possible, but not later than seven (7) business days after the Step 2 meeting. The written determination will state:

* the decision of the Department,
* the basis for the decision and an explanation thereof, and
* the relief, if any, to which the requester is entitled and how this may be achieved.

4. The decision of the Department is final.