



HOUSING SERVICES

M I D M I C H I G A N

"Opening doors for people in our communities"

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Grievance Procedure

HSMM will fully brief the participant on how to file a grievance if he/she feels the family's rights have been violated or that they have not been fully informed. The family may be represented by a lawyer or other representative at the family's expense.

- A. To file a grievance, the participant must first submit a written complaint to the case manager.
- B. The case manager will make every attempt to resolve the issue with the family within ten (10) days.
- C. If there is no resolution with the case manager, the Executive Director will schedule a meeting within the next ten (10) days with the appropriate staff (internal and external) to review the client's file to ensure rule violations do or do not exist. The Executive Director will make a determination on the grievance.
- D. If the participant wishes to seek further resolution, a formal notification must occur within 3 days of the determination on the grievance (Step C) and final hearing will be scheduled with the Board of Director's Hearing Committee (3 members) within 10 days.

The participant, the appropriate HSMM's staff, the appropriate partnering agency's staff, and HSMM's Executive Director will attend the hearing to answer questions posed by the Board. The decision notification will occur within (10) ten days – stating reasons for the decision. Their decision is final.

Signature of Participant: _____

Date: _____

Initials of HSMM representative: _____



"HSMM is an equal opportunity provider"

