



NOTICE

How to File a Grievance Homeless Services Programs

Where do I find the grievance procedure for homeless services programs?

Copies are found posted in agency common areas or you may ask any agency staff person for a copy.

How do I file a grievance?

Submit a grievance directly with agency staff. Write up your grievance (with staff assistance if needed) and follow the grievance procedure, which provides opportunities to meet with senior management. The agency is required to respond by a certain timeline. If you are not sure when that is, ask agency staff.

If no resolution is reached or you disagree with the agency's resolution, ask to be referred to cost-free mediation/dispute resolution. This option is stated in the agency procedures and shown below:

Dispute Resolution Program | Office of the City Attorney
200 North Main Street, Suite 800, Los Angeles, CA 90012
Phone: (213) 978-8100

If the agency receives Los Angeles Homeless Services Authority (LAHSA) funding and you believe the agency did not follow their Grievance Policies and Procedures in addressing your complaint, you may choose to file a due process appeal with LAHSA at:

Grievance Coordinator, LAHSA
707 Wilshire Blvd. Suite 1000, Los Angeles, CA 90017
Email: grievances@lahsa.org | **Phone:** (213) 683-3333

If the agency receives City funding and you believe that the agency did not follow their Grievance Policies and Procedures in addressing your complaint, you may choose to inform the City by emailing the Human Services Division at humanservices@santamonica.gov

If you have a disability rights or housing rights issue, submit your concern to the Santa Monica City Attorney's Office by email at 311@santamonica.gov, or by calling (310) 458-8336.

For questions about the information above, you may contact the City's Human Services Division:
Email: humanservices@santamonica.gov | **Phone:** (310) 458-8701