

# Grievance Form

Habitat for Humanity East Bay/Silicon Valley, Inc. (“Habitat “or “We”) strives to provide the best services we can through our Home Preservation Program (“Program”). We value your feedback and want to hear from you if you have a concern about how your application was reviewed or about the Program so that we can improve the Program for you and future applicants.

**Please note that there are different procedures for specific types of concerns. See chart below.**

Types of Concerns	Timeline to Submit Concern
Dissatisfied with the way your project is being handled  <p style="text-align: center;">OR</p> You feel you were denied reasonable accommodations	Submit a grievance form to Habitat no later than sixty (60 calendar days) after the decision, incident, or violation has occurred.  <i>Please fill out the grievance form. Process outlined below</i>
Appealing a Denial  Do not fill out grievance form below	Submit your appeal letter within three (3) weeks from the date of the denial letter  <i>Process outlined in Denial Letter</i>
Dispute with a Contractor (about work or payments)  Do not fill out grievance form below	Notify Habitat staff within five (5) business days.  <i>For Grants, process outlined in the General Provisions associated with the Scope of Work.</i>  <i>For Loans, process outlined in Article 32 of your Construction Contract</i>

**Instructions:**

Please fill out as much of this form as you can. If you need assistance, please contact us. Sign and return using any one of the following options listed below.

**Email:** [homerepair@habitatebsv.org](mailto:homerepair@habitatebsv.org)

**U.S. Mail:**

Habitat for Humanity East Bay/Silicon Valley  
 Attn: Home Preservation Program  
 2619 Broadway  
 Oakland, CA 94612

**Fax:** 510-295-2103

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## Section 1: Contact Information

CONTACT INFORMATION	
Name (First Middle Last)	
Current Address (Street, City, State, Zip)	
Email:	Primary Phone:
What is the best way to be contacted? <input type="checkbox"/> Email <input type="checkbox"/> Primary Telephone	Alternate Phone:

**If you are filling this form out on behalf of someone else, please list your contact information below**

CONTACT INFORMATION (if different than above)	
Name (First Middle Last)	
Current Address (Street, City, State, Zip)	
Email:	Primary Phone:
What is the best way to be contacted? <input type="checkbox"/> Email <input type="checkbox"/> Primary Telephone	Alternate Phone:

## Section 2: Complaint Details

When did the decision, incident, or violation occur (MM/DD/YYYY)? \_\_\_\_\_

Please select one or more of the complaint categories below:

1.  I am dissatisfied with the way my project is being handled.
2.  I was denied a reasonable accommodation for equal access to programs, services, and/or activities.: physical, programmatic, and/or communications.
3.  Other, please explain below.

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**Please describe the decision, incident, or violation in detail, providing names (when possible) of individuals involved.**

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**How would you like this to be resolved?**

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**The following additional details are required if you selected denied reasonable accommodation.**

Have you previously filed a complaint regarding this issue with Habitat or another organization?

Yes     No

If Yes, name of Agency: \_\_\_\_\_

If Yes, date of previously filed complaint: (MM/DD/YYYY): \_\_\_\_\_

If Yes, contact person: \_\_\_\_\_

<b>Signature</b>	<b>Date</b>

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## Section 3: Process and Timeline

Step in the Process	Timeframe
<b>Step 1:</b> Submit Grievance Form	Applicant submits form within 60 days from date of issue/concern.
<b>Step 2:</b> Habitat Acknowledges Receipt of Grievance and Starts Review	Habitat will send you confirmation of receipt within seven (7) business days of submission.
<b>Step 3:</b> Response/Determination	Habitat will review your concerns and provide you with an initial resolution, when possible, or response with in sixty (60) days.

### Your Privacy Matters

**We will keep your identity confidential unless we have written authorization from you to release it, or except as necessary to carry out the purposes of federal or state regulations.**

We are committed to assuring the privacy of individuals and/or households who have contacted us for assistance. We realize that the concerns you bring to us are highly personal in nature. We assure you that all personal information shared orally and/or in writing will be managed within ethical and legal considerations. Additionally, we want you to understand how we use the personal information we collect about you. Please ask us for a copy of our full privacy policy.