



OHCD Emergency Rent and Utilities Client Exit/Termination Grievance Procedure

Your Way Home wants you to be satisfied with the services we provide and will make every effort to informally resolve any concerns you may have. Per your rights as outlined in Client Rights & Responsibilities, you are free to contact your case manager's direct supervisor at any time to discuss concerns you may have.

You may also pursue a formal grievance should your application for rent or utility assistance be denied. A staff member, family member, friend or advocate may represent you during your grievance process.

- The first step in filing a formal grievance is to submit the grievance in writing to the Program Manager within 10 business days of your denial letter:

April McNeal
Homeless Prevention Program Manager, Your Way Home
P.O. Box 311
Norristown, PA 19404
Fax: 610-278-3636

Your formal grievance must include specific reasons why the Program Manager should reconsider your participation in the program and any supporting documentation.

- You will be notified within one business day that your grievance has been received.
- After reading and/or listening to your concerns, the Program Manager will make a determination in writing within 5 business days. You will be provided a copy of the determination and the reasons leading up to the determination within 10 business days.

Your Way Home is prohibited from retaliating against you for filing a grievance. Throughout the grievance process, we will monitor for retaliation and protection of your rights.