

Coordinated Entry System Grievance and Appeals Form

If there is a problem or concern about the Coordinated Entry System, we want to know about it. The information on this form will be used to address your concerns and will be kept confidential. If you need assistance completing this form, please contact an advocate.

Completing this form will not negatively affect your status within the Coordinated Entry System. Please bear in mind that the Coordinated Entry Process cannot guarantee placement into permanent housing, as demand for housing is far greater than the current supply in our community.

Name of person completing this form (grievant): _____

Date of Birth: _____

Cell # _____ Email: _____

HMID ID # (if applicable) _____

Secondary Phone # _____

Preferred Method of Contact: Call Email

Alternative contact information: _____

Advocate and/or Interpreter Information: _____

Can we leave confidential info with the alternate contact? Yes No

What is this in regard to:

- Access to Coordinated Entry System (i.e. no assessment provided)
- Assessment (i.e. scoring)
- Prioritization (i.e. disagreement with housing designation)
- Housing referral (i.e. lack of follow through from housing provider)
- Other (please be specific)

Note: if you have a grievance about an agency, the Adult Shelter Connect or the shelter system please go through their grievance process.

Explain the complaint, grievance or issue, including the names of those involved and dates. Please be as specific as possible:

What has been done to fix this (by yourself or others)?

Signature: _____ Date: _____

Please email this completed form to CES.Hennepin@Hennepin.us with the subject line "CES Complaint." You can expect a response that the form was received within 5 business days. You should receive a response to the complaint within 10 days of verification we received the complaint.

Coordinated Entry System Grievance and Appeals Form p.2

Follow up:

Notes/comments from OEH staff:

Recommended Solution and/or Timeline:

OEH Staff:	Position:
Date Grievance Received:	Date Grievance Resolved:
Has the grievant been notified of the outcome? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
If no or N/A, please explain why?	

Coordinated Entry System Grievance and Appeals Form p.2
