



INFORMATION FOR CONTINUUM OF CARE PROJECT PARTICIPANTS ABOUT

YOUR RIGHT TO FILE A COMPLAINT

INSTRUCTIONS FOR CANS & PROVIDERS:

CT BOS funded projects and Coordinated Access Networks (CANs) are required to:

- 1) Document provision of this notice to all households seeking or receiving help upon application, at project entry and at a minimum annually; and
- 2) Review the content of this notice with CoC project participants and applicants to help them understand their grievance rights.

YOUR RIGHT TO FILE A COMPLAINT

If you are receiving help from or were denied help by a Coordinated Access Network (CAN) or Connecticut Balance of State (CT BOS) project you have a right to file a complaint. If you have a problem with the help you get or a problem with not getting the help you need, you can try reaching out first to a staff person at the agency that provides or denied you the service.

If that doesn't work you might want to make a formal complaint, which is also called a grievance.

HOW DO I FILE A GRIEVANCE?

The process available to you to file a grievance depends on what type of help you are receiving or were denied. For help determining which of the processes below applies to you, contact a staff member at the agency where you receive housing assistance or the CT BOS team at (ctboscoc@gmail.com) or by phone at (860) 375-4634.

CT BOS Grievance Process

Who can use the CT BOS Grievance Process?

- People who have a problem with the housing assistance they are receiving from or were denied by a Coordinated Access Network (CAN)
- People who have a problem with housing assistance they are receiving from or were denied by most projects funded by the Connecticut Balance of State Continuum of Care (CT BOS) – exceptions are explained below.

What are the steps?

1. File a grievance with the agency that provides you with housing assistance or denied you the help you need. Ask the provider agency for a copy of their grievance procedure.



Connecticut Balance of State Continuum of Care

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2. If you are unhappy with the results you can, file a grievance with CT BOS at (ctboscoc@gmail.com) or by phone at (860) 375-4634. You must do this within 30 days of receiving the outcome of the original grievance you filed under step #1.
3. If you are still unhappy with the results you can, request a final review by the CT BOS Co-Chairs at (ctboscoc@gmail.com) or by phone at (860) 375-4634. You must do this within 15 days of receiving the outcome of the grievance you filed under step #2.

For more information see: [CT BOS Policies](#)

Connecticut Rapid Rehousing (RRH) Grievance Process

Who can use the CT RRH Grievance Process?

- People who have a problem with help they are receiving from or were denied by any Rapid Rehousing (RRH) project funded by the CT Department of Housing or the CT Balance of State Continuum of Care (CT BOS)

What are the steps?

1. Fill-out a [Participant Concern Form](#) and give it to a staff person at your RRH provider agency. You must do this within 15 days of the occurrence of the situation you are filing a concern about.
2. If you are unhappy with the results, you can file a grievance with your RRH provider agency. Ask the provider agency for a copy of their grievance procedure.
3. If you are still unhappy with the results you can, file a grievance with CT BOS at (ctboscoc@gmail.com) or by phone at (860) 375-4634. You must do this within 30 days of receiving the outcome of the original grievance you filed under step #2.
4. If you are still unhappy with the results you can, request a final review by the CT BOS Co-Chairs at (ctboscoc@gmail.com) or by phone at (860) 375-4634. You must do this within 15 days of receiving the outcome of the grievance you filed under step #3.

For more information see: [DOH Statewide RRH Operations Guide](#)

Connecticut Department of Mental Health and Addiction Services (DMHAS) Grievance Process

Who can use the CT DMHAS Grievance Process?

- People who have a problem with help they are receiving from or were denied by any Continuum of Care project funded through the CT Department of Mental Health and Addiction Services (DMHAS). Usually these are Permanent Supportive Housing (PSH) projects.



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What are the steps?

1. Complete an [informal conference request form](#) and submit it to your local [Coordinated Access Network](#) (CAN) or the agency where you get housing assistance.
2. If you are still unhappy with the results you can, complete a [formal hearing request form](#) and send it to Alice Minervino (Alice.Minervino@ct.gov or Department of Mental Health and Addiction Services, Russell Hall, Housing and Homeless Services, PO Box 351, Middletown, CT 06457-7023). You must do this within 15 working days of receiving the outcome of the original grievance you filed under step #1.
3. If you are still unhappy with the results you can, request a final review by the DMHAS Review Panel. You must do this within 15 working days of receiving the outcome of the grievance you filed under step #3. You will receive a final review request form and instructions on how to submit with the notice you receive about the outcome of the grievance you filed under step #3.

For more information see: [DMHAS CoC Rental Assistance Operating Guide](#)

HOW CAN I GET HELP?

For help contact a staff member at the agency where you receive housing assistance or the CT BOS team at (ctboscoc@gmail.com) or by phone at (860) 375-4634.