



## Important Information About Your Right to Complain

### **INSTRUCTIONS FOR CANS & PROVIDERS:**

If you work for a CT BOS funded project or a Coordinated Access Network (CAN), here's what you should do:

- 1) Make sure to give this notice to all households who are asking for help or already receiving it. You need to do this when they first apply, when they enter your project, and at least once each year.
- 2) Take the time to go over this notice with the people who are asking for or getting services. This will help them know and understand their rights.

### **YOUR RIGHT TO COMPLAIN**

This information is for people getting help or who asked for help but were turned down by a Coordinated Access Network (CAN) or a project funded by the CT Balance of State Continuum of Care (CT BOS). If you have a problem, here's what you can do:

1. First, talk to someone at the agency that is helping you or denied you help. They might be able to solve the issue.
2. If that doesn't work, you can make a formal complaint, also called a "grievance."

### **WHO CAN FILE A COMPLAINT?**

Everyone who is getting help from or who asked for help but was turned down by a Coordinated Access Network (CAN) or a project funded by CT BOS has the right to file a complaint.

### **WHERE CAN I GET HELP TO MAKE A COMPLAINT?**

Contact a staff member at the agency where you get help with housing or the CT BOS team ([ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)) or call us at (917)449-3918.

### **HOW DO I MAKE A COMPLAINT?**

#### **Filing a complaint with CT BOS**

Most people who have a problem with help they are getting from or were denied by a Coordinated Access Network (CAN) or a project funded by CT BOS can file a complaint with CT BOS.



# Connecticut Balance of State Continuum of Care

Ending Homelessness in Connecticut | Email: [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) | Website: [www.ctbos.org](http://www.ctbos.org)

People getting help from some CT BOS projects can file a complaint with the CT Department of Mental Health and Addiction Services (DMHAS) instead. This is explained on page 3.

## Steps to file a complaint with CT BOS:

1. File a complaint with the agency that helps you with housing or denied you the help you need. Ask that agency how you can do that. They should provide you with the information about how in writing. They should also provide you with the results of your complaint in writing.
2. If you are unhappy with the results, you can file a complaint with CT BOS. Email us at [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) or call us at (917)449-3918. You must do this within 30 days of getting the results of the complaint you filed under step #1.
3. If you are still unhappy with the results, you can ask for a final review by the CT BOS Co-Chairs. Send this request to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) or call us at (917)449-3918. You must do this within 15 days of getting the results of the complaint you filed under step #2.

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

## **Filing a complaint about Rapid Rehousing (RRH)**

People who have a problem with help they are getting from or were denied by a RRH project funded by the CT Department of Housing (DOH) or CT BOS can file a complaint with CT BOS.

## Steps to file a complaint about RRH:

1. Fill-out a [Participant Concern Form](#). Give it to a staff person at the agency that helps you with RRH. You must do this within 15 days of when the thing you are concerned about happened.
2. If you are unhappy with the results, you can file a complaint with agency that helps you with RRH. Ask that agency how you can do that. They should provide you with the information about how in writing. They should also provide you with the results of your complaint in writing.
3. If you are still unhappy with the results you can, file a complaint with CT BOS. Email us at [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) or call us at (917)449-3918. You must do this within 30 days of getting the results of the complaint you filed under step #2.
4. If you are still unhappy with the results, you can ask for a final review by the CT BOS Co-Chairs. Send this request to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) or call us at (917)449-3918. You must do this within 15 days of getting the results of the complaint you filed under step #3.

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



## **Filing a complaint about a CT Department of Mental Health and Addiction Services (DMHAS) project**

People who have a problem with help they are getting from or were denied by any Continuum of Care project funded through DMHAS can file a complaint with DMHAS. Usually these are Permanent Supportive Housing (PSH) projects.

### **Steps to file a complaint with DMHAS**

1. Complete an [informal conference request form](#). Give it to your local [Coordinated Access Network](#) (CAN) or the agency that helps you with housing.
2. If you are still unhappy with the results you can, complete a [formal hearing request form](#). Send it to Alice Minervino ([Alice.Minervino@ct.gov](mailto:Alice.Minervino@ct.gov)) or mail it to: 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 getting the results of the complaint you filed under step #1.
3. If you are still unhappy with the results, you can ask for a final review by the DMHAS Review Panel. You must do this within 15 working days of getting the results of the complaint you filed under step #2. You will get a form and instructions when you get the results of the complaint you filed under step #2.

For more information see: [CT PSH Operating Guide](#)