



## Your Right to Complain (Grievance Process)

If you are unhappy with the services you are getting from or were turned down by a Coordinated Access Network (CAN), a project funded by the CT Balance of State Continuum of Care (CT BOS) – covers areas within Connecticut outside of Fairfield County, or a project funded by the Opening Doors Fairfield County Continuum of Care (ODFC) – which covers programs within Fairfield County, here's what you can do:

1. First, talk to someone at the agency that is helping you or denied 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."

Follow these steps if you were denied help or are unhappy with services:

1. File a complaint with the agency that helps you with housing or denied you the help needed. Ask the agency how to do that or follow the steps (a or b) below if the complaint is about a Rapid Rehousing (RRH) or Department of Mental Health and Addiction Services (DMHAS) Permanent Supportive Housing (PSH) program. Agencies should give you information on how to file a complaint and also give you the results in writing.
  - a. If the complaint is with a RRH program, use the [Participant Concern Form](#). This must be given to your RRH program staff within 15 days of when the thing you are concerned about happened. If you are unhappy with the results, go to step 2.
  - b. If the complaint is with a program funded by DMHAS (usually a Permanent Supportive Housing project), complete an [informal conference request form](#), and give it to your local CAN or the agency that helps you with housing.
    - i. If you are still unhappy with the results, you can complete a [formal hearing request form](#) and send it to Alice Minervino or mail it to: Department of Mental Health and Addiction Services, Housing and Homeless Services, Hartford, CT 06134, PO Box 341431, Attention: Alice Minervino. You must do this within 15 working days of getting the results of the complaint filed under step 1.b.
    - ii. 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 filed in step 1.b.i. You will get a form and instructions with the results of the step directly above (1.b.i.) This is the last step for DMHAS complaints.
2. If you are unhappy with the results of step 1:
  - a. and your program is in CT BOS, send your complaint to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) or (917) 449-3918. You must do this within 30 days of getting results of the complaint you filed in step 1.
  - b. and your program is in ODFC, send your complaint in writing to the ODFC CAN Leadership Co-Chairs at [openingdoors@thehousingcollective.org](mailto:openingdoors@thehousingcollective.org). You must do this within 7 days of getting results of the complaint you filed in step 1. You



## Connecticut Balance of State Continuum of Care

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should be given the opportunity to meet with a member of the ODFC CAN Leadership as part of the process within 45 days of filing your complaint. You will be given results in writing. This is the last step for ODFC complaints.

3. If you are still unhappy with the results and your program is in CT BOS, you can ask for a final review by CT BOS Co-Chairs. You must send this request to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) within 15 days of getting the results of the complaint filed in the step directly above (2).