



Housing Access for Washtenaw County

COMPLAINT & GRIEVANCE PROCEDURE

CUSTOMER SERVICE COMPLAINTS: *Examples of complaints are: poor service attitude; a perceived failure of staff members to treat consumers with basic dignity and respect and /or lack of accessibility and timeliness of HAWC as a service provider.*

Consumer/Advocate can contact Housing Access for Washtenaw County (HAWC):

Kara Painter

HAWC Community Relations Liaison, The Salvation Army

734-548-6390 | kara_painter@usc.salvationarmy.org

HAWC will contact the consumer/advocate in 2 business days to begin the investigation. A response will be provided within 2 weeks* of receiving the complaint.

GRIEVANCES: *Grievances are when a consumer feels they were wrongly denied a service he/she is eligible for. Grievances are only filed after addressing the concern with HAWC staff has been unsuccessful.*

Consumer/Advocate can contact the Rights Advisor:

Marla Conkin

Director of Social Services, The Salvation Army

734-668-8353 | Marla_Conkin@usc.salvationarmy.org

Rights Advisor will investigate and provide a response to the grievance within two weeks* of receipt. Should the reply be unsatisfactory, consumer/advocate can escalate their appeal to Office of Community & Economic Development (OCED): Laura Urteaga-Fuentes
734-544-3052 | urteagal@ewashtenaw.org. OCED will investigate and provide a response within 2 weeks* of receiving the grievance.

* Timeline of response can be expedited to accommodate court dates.