



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):

Margaret Behnke

HAWC Associate Program Coordinator, Community Relations Liaison & Intake Lead

margaret.behnke@usc.salvationarmy.org

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

GRIEVANCES: grievances are when a consumer feels they were wrongly denied a service they are eligible for; grievances are only to be filed after addressing the concern with HAWC staff above has been unsuccessful

Consumer/Advocate can contact the Rights Advisor:

Marla Conkin

Director of Social Services, The Salvation Army

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 the Office of Community & Economic Development (OCED)

Kristin Kunes

Human Services Policy Specialist

kunesk@washtenaw.org

OCED will investigate and provide a response within two weeks of receiving the grievance

*Timeline of response can be expedited to accommodate court dates