

## **Grievance Policy**

In the event that an individual is not satisfied with the course content, speaker, facility, or other administrative issue related to a Housing First University training or event, they are encouraged to reach out to the Continuing Education Director – Andrew Spiers, LSW.

The Continuing Education Director will review concerns with the social work consultant, Oksana Kazharova, LCSW (Vice President of Operations and Clinical Services). Together they will seek to resolve the individual's grievance within five business days.

If for any reason immediate resolution is not possible, the Continuing Education Director will further review the matter with the agency's training advisory committee (Christine Simiriglia, MS, Chief Executive Officer & President; William Maroon, MSW, Chief Operating Officer; Patricia Williams, MHS, Director of Compliance; and Maurice Clark, BA, Clinical Operations Manager). The advisory committee shall have one month to convene, review the grievance, and formulate a response to the individual who filed the grievance.

Any grievance received must include the training name, date, time, facility, trainer, cost of training and a written description of the concern. HFU shall maintain all documentation regarding grievances, including those received by the provider, ASWB ACE program, or another entity, and will share such information with parent organization (Pathways to Housing PA) leadership on a quarterly basis for quality improvement purposes. Once a grievance has been resolved, the report containing the resolution will also be kept with the original documentation.

All records of grievance and their resolution will be available upon request to the ASWB ACE program.

This grievance policy shall be available on the HFU website and on all promotional training materials. Additionally, this policy will be provided to participants upon request.