WARREN-FOREST COUNTIES ECONOMIC OPPORTUNITY COUNCIL

"Your Community Action Agency"

Community Services Department
Emergency Rental Assistance Program
GRIEVANCE PROCEDURES

PURPOSE:

The Warren-Forest Counties E.O.C. strives to provide the best possible service to you, the participant. This notice provides you with a step-by-step process, which you must follow, if you wish to register a complaint about the service you received from the E.O.C.

STEP 1: To initiate a grievance, write to:

Jeanne Fralick, Community Services Director
Warren-Forest Counties E.O.C.
1209 Pennsylvania Ave. West, PO Box 547
Warren, PA 16365
(814) 726-2400

She will review your complaint and attempt to resolve your grievance within five (5) days.

STEP 2: If your complaint has not been resolved to your satisfaction, Write within five (5) days to:

Robert A Raible, Executive Director
Warren-Forest Counties E.O.C.
1209 Pennsylvania Ave. West, PO Box 547
Warren, PA 16365
(814) 726-2400 ext. 103

He will review your complaint and decide if any further action should be taken. A written notice of his decision will be provided to you within five (5) days.

Step 3: If your complaint has not been resolved to your satisfaction, you may appeal the local decision to the state level by contacting:

DHS Office of Hearings and Appeals
P.O. Box 2575
Harrisburg, PA 17102-2675

Upon receipt of your letter, the office will verify that steps 1 and 2 have been taken. The office will verify the complaint, then decide if any further action should be taken. The decision rendered by the Office of Hearing and Appeals will be final.

My signature indicates that I have read, understand, and received a copy of the Client Services Grievance Procedures.

Print Name: _____

Participant's Signature _____ Date: _____