

**Interfaith Outreach Association Applicant/Client Grievance Policy and Procedure**

**Policy**

It is the policy of Interfaith Outreach Association to provide applicants and clients a means by which to appeal a decision regarding their RMRP program decision. Applicants or clients will receive written notification of this grievance policy and procedure.

**Procedure**

1. Grievances must be submitted in writing to the Emergency Assistance Coordinator within 10 days of the date of the decision or occurrence. These can be mailed to:

Attn: Emergency Assistance Coordinator

Interfaith Outreach Association

701 Clay St

Lynchburg, VA 24504

2. The Emergency Assistance Coordinator will review the grievance and will respond with a decision within 10 days of receipt.

3. If the aggrieved party is not satisfied with the Emergency Assistance Coordinator’s decision, they will be directed to file a complaint with the Executive Director and will be provided contact information. This complaint must be filed within 10 days of receiving notification of the decision.

4. The Executive Director will review the grievance and will respond within 10 days of receipt.

5. If the aggrieved party is not satisfied with the Executive Director’s decision, they will be directed to the Virginia Department of Housing and Community Development and contact information will be provided.