**Coordinated Intake & Assessment Appeals Process for Clients**

**If the Client is dissatisfied with a service, decision, action or situation involving ESHC Coordinated Intake and Assessment, or if the member wishes to file a complaint against a perceived unfair treatment, the following procedures can be followed:**

1. **The Client can make a verbal complaint to Coordinated Intake and Assessment Program Manager.**

Megan Newton

Mental Health Resource Center

Program Manager

Homeless Services

507 East Church Street

Jacksonville, FL 32202

(904) 358-2411 ext 229

1. **If the contact with the Program Manager does not resolve the problem or if the Client does not feel comfortable making the complaint to the Program Manager, they may contact the Director of Coordinated Intake and Assessment. An attempt to resolve complaint will be made within 5 business days.**

Lauren D'Amico

Emergency Services & Homeless Coalition

of Northeast Fl (ESHC)

Coordinated Intake Director

904-354-1100 ext 307

1. **If the Client is unhappy with the resolution and would like to file a formal written complaint, a Grievance Form will be provided and submitted to the Coordinated Intake Board.**

Will Evans

Sr. Project Director

1839 S. Lane Ave. Suite 102

Jacksonville, FL 32210

(904)786-6886

1. **Within 30 days of receipt, the Coordinated Intake Board will review the formal complaint and determine best course of action. Complaints regarding the scoring of a particular client with the VISPDAT and/or program acceptance or denial will be reviewed closely on a case by case basis. The Coordinated Intake Board may require the individual issuing the complaint to meet with the Board to discuss the need of reconsideration for a particular individual.**
2. **Within 7 business days after review of the written complaint, The Coordinated Intake Board will inform the Client of the resolution of the complaint. The decision will be a written letter documenting the original complaint, all measures taken to resolve complaint and the final decision. This letter will be issued to person making complaint via email the Coordinated Intake Navigators. All decisions made by the Coordinated Intake Board will be final.**

**The above steps are provided in sequence; however, some steps may be eliminated if the Client wishes. The Client may also at any time complete a formal complaint or an anonymous complaint by completing a Complaint Form and returning it to a staff member or via mail. After each step in the process, the Client will receive notice of the actions taken as a result of their complaint. All complaints reported will be documented and kept on file.**

**Written Copies Available Upon Request**