

One Roof Grievance Policy

Clients who complete the Coordinated Entry process will be informed of the Coordinated Entry Grievance Policy and their ability to file a grievance if they find their experience with Coordinated Entry unsatisfactory, including perceived discrimination. All clients and Partner Agencies seeking to express a grievance regarding the operation of the Coordinated Entry System must complete and submit the Coordinated Entry Program Grievance Appeal form to the Director of Coordinated Entry via in-person, mail, or email.

The information on the Grievance Appeal form will be used to address concerns and will be kept confidential. Completing the form will not negatively affect the client's status within the Coordinated Entry System. All client's and Partner Agencies' concerns and grievances will be resolved promptly and fairly, in the most informative and appropriate manner.

Clients can obtain a Grievance Appeal form from the One Roof office and/or it can be emailed directly to the client. Partner Agencies will also inform clients of their individual organization grievance policy for their agency. Any Coordinated Entry related grievances should be directed to:

One Roof
Attn: Director of Coordinated Entry
1515 6th Avenue South
Birmingham, AL 35233
CEinfo@oneroofonline.org

If the client or agency does not feel comfortable submitting such grievance to the Director of Coordinated Entry, or it is about the Director of Coordinated Entry, they may alternatively direct it to the Director of Operations via in-person, mail, or email at info@oneroofonline.org. Coordinated Entry will review and respond to all grievance appeals within five business days. The client/agency will receive a response to the complaint within ten business days.

Clients who require assistance to complete their written grievance may contact the One Roof office for special accommodations.