



Emergency Housing Grievance Procedure

For complaints or grievances concerning access to the facilities, programs, or services at your Emergency Housing site:

1. Guests are encouraged to contact on-site staff first.
 - a. To support shelter-in-place and physical distancing requirements, use the in-room phone if possible.
 - b. Please provide the following information:
 - Your full name, and
 - Your room number, and
 - A detailed description of the incident or condition, including the date, time, and location of the incident
2. Within three (3) business days of receiving your complaint, on-site staff will respond to your complaint and tell you whether they can resolve it, and how they plan to do so.
3. If you feel that the response from the on-site staff is inadequate or they have not responded within three (3) business days, you may bring your complaint to the Compliance Coordinator by email at HSADOCHousing@sfgov.org or by phone at 415-314-4247.
4. Within five (5) business days of receiving your complaint, the Compliance Coordinator will respond to your complaint, which may include asking for additional information as well as providing the timeline and plan for resolving your complaint.
5. If you are not satisfied with the resolution, or the Compliance Coordinator has not responded within five (5) business days, you may file a complaint via the City's Whistleblower Program.