

System Wide Grievance Form

Collaborative of Shelters Serving Individuals 18+ | Hennepin County

Please submit this form to the Hennepin County Office to End Homelessness

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A system wide grievance is defined as:

1. A grievance within a shelter that has gone through the agency's official grievance policy and has not been resolved according to the shelter guest or agency.
2. A grievance that does not involve one specific shelter, but the system as a whole.
3. A grievance that involved multiple interacting parts of the homeless response system.

Part 1: Your information

Name:

Date:

Phone:

Email:

Best way to contact you:

Phone

Email

Other (Please specify):

Have you brought this grievance to the attention of the place you have the grievance (e.g., shelter, Adult Shelter Connect, Hennepin Shelter Hotline)?

Yes

No

If yes, what was their response?

If no, please bring this grievance to their attention before submitting this form.

Part 2: Information about the event

What was the date, time, and place of the event that lead to the grievance?

What happened? Please include details and names of persons involved.

What outcome would you like to see?