

# Complaint and Grievance Form

## Gulf Coast Community Services Association, Inc.



**First and Last  
Name:**

**Date:**

Please provide an explanation of your concern, complaint and/or grievance. In the space below, provide specific facts, including the date(s), names of individual(s), events or series of events. Additional pages may be used, if needed.

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Please refer to the complaint/grievance procedure printed on the back of this document. For Complaint/Grievance Forms, please request at GCCSA Corporate Office located at 9320 Kirby Drive, Houston, TX 77054 or visit [www.GCCSA.org](http://www.GCCSA.org).

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**Signature**

**Date**

## **Gulf Coast Community Services Association's Complaint/Grievance Policy**

1. A person who wishes to file a complaint or grievance must complete a "Complaint/Grievance" form and submit such form to the Executive Office or to any employee of the Agency for submission to the Executive Office or the designee of the Executive Office. A person may also file a complaint/grievance electronically by visiting the Agency's website and clicking the "Contact" icon.
2. The Agency shall provide to the person filing the complaint/grievance a copy of the Agency's Complaint/Grievance Procedures.
3. Upon receipt of the complaint/grievance, the Executive Office or a designee shall assign a case number to the complaint/grievance. Case numbers for complaints shall begin with "C-001" and case numbers for grievances shall begin with "G-001."
4. If a complaint is filed, the following procedures apply:
  - a. Within 15 business days of the complaint submission, the complainant will receive a response from the Agency either that the complaint has been resolved or that it will be resolved by a certain date. After that, the complainant will be notified about the complaint at least quarterly until final resolution.
5. If a grievance is filed, the following procedures apply:
  - a. Upon receipt of the grievance, GCCSA shall establish a hearing committee composed of at least three persons. GCCSA shall maintain documentation of grievances in their client files.
  - b. GCCSA shall hold the hearing within twenty (20) business days after GCCSA receives the grievance request from the applicant/client. GCCSA shall provide the applicant/client written notice of such hearing within ten (10) business days.
  - c. GCCSA shall record the hearing.
  - d. The hearing shall allow time for a statement by GCCSA staff with knowledge of the case. The hearing shall also allow the applicant/client equal time to present relevant information contesting the decision.
  - e. GCCSA shall notify applicant/client of its decision in writing. GCCSA shall mail the notification to the applicant/client by the close of business on the business day following the decision.
  - f. If the applicant/client is not satisfied, he/she may further appeal the decision in writing to the Texas Department of Housing and Community Affairs (TDHCA) within ten (10) business days of notification of the adverse decision.