

# Atlanta CoC Grievance Policy – Clients

**Applicability:** Grievances that are not specific to Partners for HOME or the Atlanta CoC must be addressed through the applicable grievance procedures of the organization involved.

For clients who wish to file a grievance against Partners for HOME or the homeless response system, grounds may include, but are not limited to:

- Denial of services or unfair treatment when seeking assistance.
- Concerns about the quality of services received from a provider.
- Discrimination or harassment based on race, gender, disability, or other protected characteristics.
- Violations of confidentiality or mishandling of personal information.
- Lack of responsiveness or failure to address concerns raised.

## SUBMISSION PROCESS

Grievances can be submitted by letter, by phone, or through the [online form](#). Grievances should include details about the issue, relevant dates, and any supporting information. The grievance should include:

- The name, phone number, and email address of the complainant.
- A clear description of the grievance, including relevant dates, parties involved, and specific concerns.
- Evidence supporting grievance, if applicable.
- Outcome of the Atlanta CoC organization's grievance process, if applicable.
- Desired resolution or outcome.
- If submitted by phone, please call 404-546-3071. This phone line may not always be staffed, and calls may go to voicemail. If so, please leave a message with the information outlined above so we can follow up.
- If submitted by letter, please address to the following:

**Partners for HOME  
818 Pollard Boulevard SW, Third Floor  
Atlanta, GA 30315**

## DECISION PROCESS

Once received, the grievance will be reviewed by an assigned review team based on the nature of the grievance. An investigation may be conducted, which could include speaking with parties involved and reviewing relevant documents. A decision will be communicated to the client from [grievance@partnersforhome.org](mailto:grievance@partnersforhome.org), outlining any actions taken or resolutions offered, with a focus on connecting individuals to appropriate resources, minimizing disruption to services, and reducing harm and trauma.

## APPEAL PROCESS

If a client is not satisfied with the decision, they may appeal within 7 business days. Appeals should be submitted in writing and include any additional information or context. The appeal will be reviewed by either the Atlanta CoC Governing Council or Partners for HOME board, and a final decision will be made within 7-14 Business days.



**Policy Approval Timeline:**

February 17, 2026 – Client Advisory Council

March 9, 2026 – Governing Council Policy Committee

March 18, 2026 – Governing Council