

Grievance and Appeal Policy

This policy and procedure shall apply to all City of Philadelphia entities*

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Resident submits Grievance:

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Department Level Grievance Process:

Step 1: Department will meet with the resident within 15 business days from receiving the request to determine possible resolutions to the grievance

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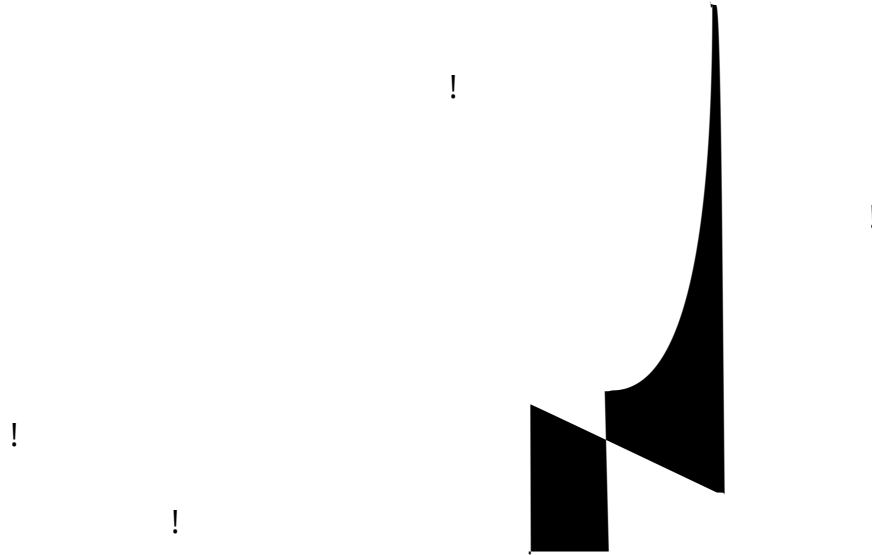
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Step 2: Department will create a written response to the grievance within 45 business days from the date of the request for the resident.



Step 3: Resident has 10 business days from the date on the letter from the Department to request an appeal

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Level I Appeal Process:

Step 1: Office of ADA Compliance will meet with the resident within 15 business days from receiving the appeal to determine possible resolutions to the grievance

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Step 2: Office of ADA Compliance will create a written response to the grievance within 45 business days from the date of the Level I appeal from the resident.

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Step 3: Resident has 10 business days from the date on the letter from the Department to request an appeal

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Level II Appeal Process:

Step 1: The Level II Committee will meet with the resident within 15 business days from receiving the appeal to determine possible resolutions to the grievance

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Step 2: Level II Committee will create a written response to the grievance within 45 business days from the date of the Level I appeal from the resident.

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Step 3: The decision from the Level II Committee is final

Timelines

Written Responses

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