

	Coordinated Entry Participant Grievance Process San Luis Obispo Coordinated Entry System (CES)
Applicability: Applies to all grievances and appeals pertaining to or within the San Luis Obispo COC ¹ Coordinated Entry System	
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Purpose

All service providers who are part of the San Luis Obispo Continuum of Care (CoC) must comply with all Federal, State, and local laws and regulations, including Fair Housing. Further, the CoC does not tolerate discrimination on the basis of any protected class—including actual or perceived race, ethnicity, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status—during any phase of the Coordinated Entry System. Additionally, all participants are entitled to fair, respectful, and equitable treatment. This policy outlines the steps a participant should take to inform HSH of any unresolved grievance.

Statement of Policy

Housing and services providers are required to have an internal grievance procedure through which complaints are handled. Program participants must attempt to resolve the issue by raising the grievance directly with the provider responsible.

After a participant has exhausted the agency’s internal grievance procedure, the participant can file a grievance with CES based on the following grounds: (1) unsatisfactory services or poor treatment, (2) discrimination, and/or (3) unfair procedures.

¹ The San Luis Obispo Coordinated Entry System connects clients to services and resources throughout San Luis Obispo County

Grievances

i. General Grievance

A participant can file a general grievance if the participant believes they received unsatisfactory services or poor treatment.

ii. Non-discrimination Grievance

If an individual feels that they were discriminated against because of actual or perceived race, ethnicity, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status, they have the right to file a nondiscrimination grievance. Examples of a nondiscrimination grievance include, but are not limited to:

- Requests for reasonable accommodations were unfairly denied or,
- Services were inaccessible due to linguistic or cultural barriers.

iii. Assessment Process Grievance

If an individual believes they were not assessed fairly, they have the right to file a grievance of the assessment process, however:

- Assessment process grievances will only be considered if the assessment was conducted improperly and/or information that would have an impact upon the score was omitted or not considered
- Assessment process grievances will not be considered if the assessment was done properly and with full information, but the client is unhappy with the resulting prioritization.

Filing a Grievance

If a participant has reason to believe they received unsatisfactory services or poor treatment, discrimination occurred, and/or the assessment procedure was unfair, they should file a written grievance which states the following information, if known:

- The type of grievance they are filing,
- Names of all relevant staff involved in the grievance,
- Agency employing the staff, and
- Specific details (dates and program details) that resulted in the grievance.

The written grievance should be addressed to the Programs Division Manager. All grievances will be received at:

Coordinatedentryslo@capslo.org

Please include contact information for adults in the household in order to facilitate follow up.

After a Grievance is filed

CES will investigate the facts presented within thirty days from when the grievance was filed.

Fifteen business days after completing the investigation, CES will write a report of the investigation's findings with a decision on whether unfair treatment, discrimination, and/or faulty

assessment practices occurred and will clearly state what recourse the participant can expect. CES will share the outcome of the investigation with the adults who filed the grievance at the contact information provided.

Appeals

To file an appeal, please follow the process outlined on our website under the document [CES Appeal Form](#)