

Western Massachusetts

network to end
homelessness



Grievance Process

The **Western MA Network to End Homelessness** strives for fair resolution of complaints related to violations of the American with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act of 1973 (Section 504).

Please contact the **WMNEH Grievance Committee** if you would like to address a possible violation of the ADA or Section 504. We prefer to receive complaints in writing through email, but alternative methods of communication are possible. In your communication, please include the following:

- Name
- Address
- Phone
- Email
- Preferred method of communication
- Description of the possible violation, including the date(s) and people involved

Upon receiving the complaint, the Grievance Committee will promptly investigate the issue to determine how it can be resolved. The Grievance Committee will communicate with you, the complainant, about the results of the investigation and the opportunities for resolution.

The Grievance Committee can be contacted through the WMNEH:

Email: wmassnetwork@gmail.com
Subject: Attn Grievance Committee

If you are not satisfied with the Grievance Committee's response, you can request reconsideration by submitting a written request to the Director of Network Coordination:

Email: wmassnetwork@gmail.com
Subject: Attn Director of Network Coordination

The Director of Network Coordination will respond to you within 5 business days.