

Porchlight Drop-In Shelter Grievance Form

If you have a concern or complaint about services provided by the Drop-In Shelter (DIS), staff will make reasonable efforts to understand your situation and come to a conclusion or solution that is agreeable to all parties involved. While we would like guests to approach staff directly with any issues, this form may be used to bring an issue to the attention of the DIS Manager if no solution has been reached.

Note: If you wish to appeal a suspension, see the **Porchlight, Inc. Guest/Applicant/Resident Appeal Process**. If you were issued a permanent loss of services and are requesting reinstatement of services, see the **Porchlight, Inc. Reinstatement Policy**. Do not use this form for either of those purposes.

Please describe the issue: _____

What steps have you taken thus far to resolve this issue? _____

What are your suggestions on how this may be resolved now? _____

Guest Name: _____ **Guest Signature:** _____

OFFICE USE ONLY

Date Received: _____

Action taken by Drop-In Shelter Manager:

