



FEEDBACK AND GRIEVANCE FORM FOR DOWNSTREET RESIDENTS AND PROGRAM PARTICIPANTS

Downstreet is always looking for ways to improve our housing and community services and that means **we need to hear from our residents and program participants**. Did you have a great experience? Do you have ideas for us? Did you have an experience that you find concerning? Do you disagree with a decision made by Downstreet? All this information is important for us to know. **Please answer the questions on the back of this form to provide written feedback.**

Need help filling out the form or want to answer the questions verbally?
You can ask Downstreet staff for help or call our front desk at 802-476-4493.

A completed form may be deposited in drop boxes located outside Downstreet's office. It can also be mailed to:

Downstreet, Attn: Feedback Form 22 Keith Avenue Barre, VT 05641

Grievance Process for Downstreet Residents and Program Participants

If you have a grievance or disagree with a Downstreet decision, we are committed to making sure that your concern is addressed as thoroughly as possible. If you feel like you can resolve the problem by talking to a staff person, please do that. If you've already tried or are uncomfortable with that approach, please tell us about it by filling out the other side of this form.

Please note that in no event will filing of a concern, complaint or grievance have any effect upon your receipt of housing or services.

If you are filing a grievance, below is a description of Downstreet's process so you know what to do and what to expect from us.

After we receive your grievance, here is what will happen:

Step 1: Based on your concern, the form will be forwarded to the Supervisor or Director of the most appropriate department.

Step 2: The Supervisor or Director will contact you upon receipt of the written grievance and schedule a time to talk within 14 calendar days. After reviewing the grievance, the Supervisor or Director will respond in writing within 7 calendar days, outlining actions to be taken to address the grievance.

Step 3: If the concern is not resolved with the response of the Supervisor or Director, it will be referred to Downstreet's CEO for review. After reviewing the grievance documentation, the CEO will request further information as needed and provide a written response to the grievance within 14 calendar days.



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Name: _____ Date: _____
(You may leave this blank if you wish to remain anonymous)

Please select the best way to contact you (you may leave this blank if you don't wish to be contacted):

- Phone (please provide): Mail (please provide address):
- Email (please provide):
- Other (please specify):

*By providing contact information, you are agreeing that it is okay for Downstreet to contact you in this manner.

How would you categorize your feedback?

- Positive Concern Grievance Other

What would you like us to know about? Feel free to use additional pages if necessary.

If you are providing feedback, sharing a concern or filing a grievance, do you have any suggestions to remedy or prevent this situation in the future?