

Guest Grievance Policy

Family Promise of Monroe County has as its mission: "to provide hospitality to homeless families through a network of congregations, Family Promise staff and community service organizations for the purpose of assisting families to gain greater stability and to find and retain permanent housing that is suitable to their needs." To fulfill that mission, Family Promise works for and with guest families in its program. In providing hospitality and support services, Family Promise requires cooperation from guests and has established Guest Guidelines that specify and define guest responsibilities. Consequences for not adhering to those guidelines may vary, depending on the nature of the infraction.

Consequences may consist of disciplinary action, up to and including termination when necessary. If guests feel that they have been wrongfully accused of breaking the rules, or feel they have been unjustly or inappropriately disciplined, they have a right to bring grievance to the appropriate authorities. The first step is to document their grievance in writing and to meet with the Family Promise Director at the earliest possible time. If the Director is absent and going to be absent for more than three working days, or the grievance is concerning the Director of Family Promise, the grievance shall be filed with the President of the Board of Directors. In filing a grievance, the guest must immediately inform the staff making the charge and/or directing the disciplinary action. The guest will have three working days to file their grievance. The Director or President of the Board will answer the grievance within three working days upon receipt of the family's grievance and after investigating the circumstances as described by the guest family member.

In the event that the alleged violation was of such a severe nature the family was terminated immediately, the person accused and charged can still file a grievance for reinstatement if desired.

The Family Promise of Monroe County is the recipient of taxpayer funding. If anyone observes an employee engaging in any activity which would be considered illegal and improper, that person may call the State Comptroller's toll free hotline: (608) 266-1741.