

1. Non-Discrimination Policy:

Community Action is committed to fair, respectful and unbiased treatment of participants in our services and programs. Community Action does not discriminate on the basis of age, race, color, national origin, religion, gender, familial status, disability, marital status, source of income, sexual orientation, gender identity, veteran/military status, or toward survivors of domestic violence.

2. Client Appeals Process:

If I have an issue regarding a staff person, eligibility determination, program plan, program services, or termination from a Community Action program, I understand that I have a right to appeal any decision made and agree to follow these steps:

1. If a program participant is unable to resolve an issue directly with the appropriate staff person involving how they have been treated, eligibility determination, a program plan, program services, or termination from a program, participant may contact the Program Manager, Wendy Polanco, at wpolanco@caowash.org or (503) 648-6646, orally or in writing, within 30 days.
2. If the program participant is not satisfied that their issue has been resolved, participant may file their concern in oral or written form with the Director of Housing Stability, Zoila Coppiano, at the Community Action address provided below within 10 days.
3. The Department Director will respond to the participant in writing within 10 business days, providing details on action(s) to be taken, if necessary, to resolve the issue.
4. If the program participant is still not satisfied that their issue has been resolved, participant may appeal to the Community Action Executive Director in writing within 10 days, describing their remaining concern and the action requested. The Executive Director will issue a final written decision.

Participant

Date

Participant

Date

Family Advocate

Date

Community Action's grievance and appeals policy aligns with Oregon Housing and Community Services (OHCS) requirements and is consistent with the intent of such a policy as outlined by OHCS.

02/28/2024



If you have a fair housing question, or to report a fair housing complaint, please call (503) 223-8197 Ext. 2 or (800) 424-3247 Ext. 2 (translation available), or HUD at (800) 877-0246.