



USHS Grievance Process for Homeless-Dedicated Units

A Prospective Applicant has the right to file a grievance with the USHS if he or she believes his or her rights were violated during the eligibility screening process. Grievances shall be filed with USHS in writing within five (5) business days of the alleged violation of rights or cause of grievance. Failure to file within this period does not preclude a grievance from being addressed. The Prospective Applicant will be provided an informal hearing with the USHS Program Manager, a representative of CSB and a representative from CMHA (only if CMHA is involved in the unit in question). The Prospective Applicant has the option of a representative from the Provider Agency or other representative of the Prospective Applicant's choice in an effort to resolve the grievance.

Appeal request form can be found at <https://www.csb.org/providers/housing-materials>, USHS Appeal Request.

Requests can be made:

- Via mail: Community Shelter Board
355 E. Campus View Blvd. Suite 250, Columbus, OH 43235
- Via fax: 614-221-9199
- Via email: vacancymanagement@csb.org