

Porchlight, Inc. - Appeal Process

Guests/Applicants/Residents

The appeal process of Porchlight, Inc. (Porchlight) allows for a fair hearing.

A guest at the Drop-In Shelter and/or Hospitality House, an applicant for services provided by Porchlight through any Housing Program, and residents of Porchlight Properties, may appeal a decision made by Porchlight staff. The appeal process is as follows:

1. A request for a meeting with the staff member's supervisor must be made by the guest/applicant/resident in person, by phone or **in writing**.
2. The guest/applicant/resident meets with the staff member and the staff member's supervisor.
3. A **written** decision regarding the appeal is forwarded to the guest/applicant/resident by the staff member's supervisor within 72 hours of the meeting.
4. If the guest/applicant/resident decides his/her right to access of service has been unfairly denied, the guest/applicant/resident may make a final appeal **in writing** to the Executive Director.
5. The Executive Director will review the case and make a final determination within 72 hours.
6. The guest/applicant/resident will be notified **in writing** of the Executive Director's decision.
7. The services in dispute will be suspended during the appeal process.

At the discretion of the Executive Director, the services in dispute may be reinstated during the appeal process. If the staff member's supervisor is the Executive Director, his/her decision as supervisor will be the final determination.

The rules of the Drop-In Shelter, Hospitality House, other Porchlight housing programs, and the appeal process have been explained to me by

_____ **of Porchlight staff.**

Signed: _____

Date: _____

Written Name: _____