

Domestic Violence Center of Grays Harbor

Complaint policy

Date Implemented: 10/1/2025
Approved by: Executive Director, Board of Directors
Date(s) Revised: 08/17/2026

Policy

Domestic Violence Center of Grays Harbor (DVCGH) recognizes the rights of individuals to receive assistance within the eligibility standards and guidelines for each program. DVCGH also recognizes the need to provide due process for applicants, participants, employees, volunteers and members of the public to file complaints regarding services, policies, and treatment.

PROCEDURE:

Complaint Procedure and Due Process

Domestic Violence Center of Grays Harbor (DVCGH) recognizes the rights of individuals to receive assistance within the eligibility standards and guidelines for each specific program. DVCGH also recognizes the need to provide due process for applicants, participants, employees, volunteers and members of the public to file complaints regarding services, policies, and treatment.

Complaint Contact Information:

If you have a complaint or concern, please contact the person listed below:

- **Title:** Executive Director
- **Address:** 2306 Sumner Ave. Hoquiam WA. 98550
- **Email:** dvcentergh@yahoo.com
- **Website:** dvcentergh.org

Complaint Submission and Process:

a. How to Submit Complaints: Complaints may be submitted: in writing, verbally, by email or by phone. Complaints may also be made anonymously and will be identified as such for records purposes.

b. Response Timelines:

- Initial acknowledgment of complaint: Within 3 business days
- Formal response: Within 10 business days
- Final decision communication: Within 3 business days of decision

c. Complaint Filing Timeframe: Written or oral complaints should be made to the Executive Director within 10 business days of the incident or issue being complained about.

d. Final Decision Notice: Written notice of the final decision shall be provided to the complainant within 3 business days of decision if contact information is provided.

Escalating a Complaint

If you feel your complaint was not handled properly or if you are afraid of retaliation, you may skip DVCGH internal process and go straight to one of the following:

- The DVCGH board of directors at dvcentergh@yahoo.com
- Housing Program Director: Sub Grantor at danielh@coastalcap.org
- Grays Harbor County: Grantor at housingcomplaints@graysharbor.us

Accessibility and Language Services:

This complaint procedure is written in plain talk to help everyone understands it easily. If you need help understanding or completing the complaint, we will provide translation, interpretation, or disability accommodation. Ask any staff person or call us to request this help.

Anti-Retaliation Protection:

DVCGH strictly prohibits any form of retaliation against individuals filing complaints, including but not limited to:

- Fines and fees
- Denial of services
- Harassment or intimidation
- Other punitive enforcement actions

No individual shall face negative consequences for filing a complaint in good faith.

Public Access and Posting:

This complaint policy will be posted at the DVCGH office, Shelter house and on the DVCGH website dvcentergh.org. It will also be available in all participant handbooks and intake paperwork. Staff will review the complaint process with participants during intake. This complaint procedure is available to all applicants, participants, employees, volunteers and members of the public through requests or accessed from the DVCGH website at dvcentergh.org.

Complaint documentation:

DVCGH keeps complaint documentation that tracks each complaint and what was done to resolve it.

Federal Program Complaints:

If your program is funded by the U.S. Department of Housing and Urban Development (HUD) and all other options have been tried, you can also contact HUD to file a complaint.

Signature: _____

DVCGH Executive Director- Gloria Callaghan

General Complaint Form

This form may be submitted in-person, mail at 2306 Sumner Ave Hoquiam WA. 98520 or by email to Gloria Callaghan, Executive Director at dvcentergh@yahoo.com You may also call 360-538-0733 to request an appointment to discuss your appeal or complaint.

Name: _____

Email: _____ Phone: _____

Address: _____

City: _____ County: _____

Complaint: Please be specific and provide as much information as possible. Use Additional pages if needed). Please attach any backup documentation (e.g.: pictures, receipts, witness statements, etc.)

This is what I think should be done to resolve this Complaint:

Signature: _____ Date: _____

General Complaint form – Housing Programs – page 2

Staff to Fill This Portion

Date Received: _____

Received By: _____

Executive Director Received and Reviewed By: _____

Executive Director signature: _____

Gloria Callaghan

Complainant Name: _____

Advocate: _____

A copy of this complaint form shall be retained in the client's file, and a copy shall be given to the client upon receipt. Final decisions will be communicated to the client and DV Advocate within 3 businesses day

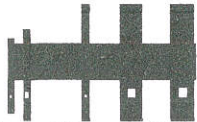
Mobile Home Landlord-Tenant Act

Covers Renters of a space in a mobile home park.

<http://www.washingtonlawhelp.org/resource/tenants-rights-under-the-manufacturedmobile-h?ref=tb4ps>

CLEAR Legal Assistance Hotline

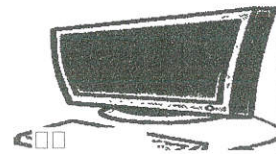
Call the CLEAR Hotline for Legal Assistance related to landlord-tenant issues. Generally, callers are screened for income eligibility and type of legal problem. CLEAR gets many calls. It may take a while to speak to someone. Please be patient.



Age 60 and Better
1-888-387-7111
(M-F 9:15 am to 12:15 pm)



Call **NJP: 2LEAR Hotline**
at **1-888-201-1014**
(M-F 9:15 am to 12:15 pm)



Share your situation on-line
and get legal advice.
<https://linwjustice.org/get-legal-help>

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