



Urban Alchemy Grievance Policy

Updated: November 21, 2023

Urban Alchemy's mission is to transform people and urban spaces with respect and compassion to heal communities at the intersection of extreme poverty, addiction, mental illness, and homelessness.

Urban Alchemy welcomes people of all ages, races, religions, genders, sexual orientations, experiences, and circumstances. When we say “neighbors,” we are referring to ALL our neighbors including people experiencing homelessness. We believe ALL our neighbors deserve pathways and opportunities to thrive.

THE APPLICATION OF THE GRIEVANCE POLICY

Guiding Principle: The grievance policy should focus on preventing the escalation of conflicts, maximizing the use of informal avenues to resolve disputes, and improving shelter environments for all UA shelter guests, UA Staff, and the surrounding communities. Additionally, grievances must be resolved internally as much as possible, and will be referred City Manager and, if applicable, the arbitrator only after all internal appeals have been exhausted.

All site guests have the right and ability to submit a formal grievance to Urban Alchemy regarding a Discharge of Service, Written Warning, and/or negative treatment by Staff.

The steps for submitting the grievance are as follows:

So that grievances receive adequate internal review, please follow this procedure:

1. Complete the Urban Alchemy Grievance Form. You may obtain the form from the any UA Director, Supervisor or Care Coordinator. Upon request, Care Coordinators will assist you in completing the form. If Applicable, All Shelter Site Guests have the right to be informed about all local Shelter Grievance Procedures.
2. Return the completed Grievance Form to:
 - a. Drop the Grievance Form in the Guest's Suggestion Box;
 - b. Giving To Site Directors;
 - c. A member of the Urban Alchemy Care Coordination Team; or
 - d. By Dropping or Mailing off the grievance form at UA Headquarters at 1035 Market Street, STE 150, SF, CA.
3. Upon receiving the Grievance, UA Staff will notify the appropriate City Program Manager and, if applicable, the Grievance Advocate. UA Staff will also track the Grievance in the Site Grievance Log.



4. Within five workdays following the receipt of your grievance, Urban Alchemy staff will meet with you about the grievance. The meeting will be with:
 - a. the Shelter Site Director(s) if your concern is regarding UA Practitioners, UA Supervisors, UA Care Coordination staff, or overall Site Shelter Operations.
 - b. the Lead Care Coordinator if your concern is regarding the Shelter Director(s).
 - c. the Manager of Operations if your concern is regarding the Lead Care Coordination or a staff member from another site location employed by Urban Alchemy or a staff member not employed by Urban Alchemy.

5. After completing the steps above, if you do not think that your grievance has been handled fairly by the Urban Alchemy Leadership you may contact the appropriate City Program Manager for further review to attempt sufficient remedy.

6. Urban Alchemy staff will update the Shelter Grievance Log to track outcomes and ensure the appropriate follow up is carried out and documented.