

Sec. 17b-800-6. Shelter grievance procedures

(a) Each shelter shall create a shelter grievance procedure. The shelter shall consult with clients of the shelter when creating the grievance procedure.

(b) The shelter grievance procedure shall be available to any client who is aggrieved by any adverse action including, but not limited to, suspension or expulsion. The shelter grievance procedure shall also be available to an individual who has been initially refused admittance.

(c) The shelter grievance procedure shall contain the following minimum requirements:

(1) Unless an extension of time is agreed to by both parties, the grievance review shall take place within three business days of the request for a review, except that, in the case of someone who is suspended or expelled without a prior opportunity for a hearing, the grievance review shall take place by the next business day if the client is placed in an alternative facility pending the review, or within twenty-four hours of the suspension or expulsion if no other placement is available, or later if an extension of time is requested by the client;

(2) The grievance review shall be conducted by an impartial person who has the authority to modify, affirm or reverse the decision that is being grieved;

(3) The client may be represented by any person of his or her choosing;

(4) The client shall be allowed to review, confront and refute any evidence relied upon in any decision relating to the grievance, by any appropriate means including, but not limited to, the use of witnesses.

(5) Any decision shall be in writing, shall be based on the evidence presented at the review, and shall explain the parties' rights to an appeal, pursuant to section 17b-800-7 of the Regulations of Connecticut State Agencies.

(d) As used in this section and section 17b-800-7 of the Regulations of Connecticut State Agencies, an impartial person shall be any person, including an employee of the shelter, who did not take part in the decision or procedure which is being grieved.

(Effective February 1, 1993; Transferred from § 17-590-6, June 28, 2013; Amended June 28, 2013)