



RENEWED HOPE HOUSING SERVICES LLC

Client Grievance Procedure

10770 Columbia Pike, Suite 300 | Silver Spring, MD 20901

Renewed Hope Housing Services LLC is committed to providing quality services and resolving client concerns promptly and fairly. Any client who has a concern or complaint about services received has the right to file a grievance.

Step 1**Informal Resolution (Within 5 Business Days)**

Contact your Program Coordinator directly to discuss your concern. Most issues can be resolved at this level. Call (240) 339-4127 or (804) 471-4467.

Step 2**Formal Written Grievance (Within 10 Business Days)**

If your concern is not resolved informally submit a written grievance to renewedhopehousinginfo@gmail.com or mail to 10770 Columbia Pike Suite 300, Silver Spring MD 20901. Include your name, description of the issue, and desired resolution.

Step 3**Director Review (Within 15 Business Days)**

A Program Director will review your written grievance and respond in writing within 15 business days of receipt.

Step 4**External Review**

If you are not satisfied with our response you may contact the Maryland Office of Health Care Quality at (410) 402-8000 or file a complaint with the Maryland Attorney General Consumer Protection Division at (410) 528-8662.

Your Rights Are Protected

Filing a grievance will not affect your access to housing services or result in retaliation of any kind. All grievances are handled confidentially.