

# Homeless Task Force Grievance Procedure (Case Managers)

The services you receive from the case managers of the City of Huntington Beach Homeless Task Force should meet your need for safety, your rights as a person, and be provided by staff who treat you fairly and respectfully. If you feel your treatment does not meet these standards you may ask to speak directly with the Program Coordinator or Homeless Task Force Sergeant regarding any concerns. If your issue is unresolved you may file a grievance. Grievance forms will be provided to you upon request or printed from the website. Staff will make every effort to conduct an investigation and respond within 5-10 days.

Client: \_\_\_\_\_ Date: \_\_\_\_\_

Parties Involved: \_\_\_\_\_

Grievance: \_\_\_\_\_

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Action Requested: \_\_\_\_\_

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Signature: \_\_\_\_\_

Please submit to a designated Program Coordinator directly or by email, fax or mail.

Catherine Lukehart  
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