

GRIEVANCES

- Both Planning Council and Grantee must have HRSA/HAB approved grievance procedures
- Planning Council must have procedures to handle grievances related to deviations from its priority setting and resource allocation procedures—usually also covers other policies and processes
- Grievance procedure is located in the Planning Councils' bylaws
- Grantee must have procedures to handle grievances related to:
 - » The procurement and contract award process
 - » Deviations from the Planning Council's set priorities and allocations procured in contracts with service providers

