



HOMELESS MANAGEMENT INFORMATION SYSTEM GRIEVANCE PROCEDURES

If you believe a complaint you have filed with a participating Homeless Management Information System (HMIS) agency has not been sufficiently resolved by the participating HMIS agency, you may file a grievance with the San Bernardino County, Office of Homeless Services (OHS). The OHS is recognized as the lead agency in Continuum of Care (CoC) and will present your grievance to the HMIS Advisory Committee for resolution.

Please complete the Homeless Management Information System Grievance Form and send it to the following address:

San Bernardino County Continuum of Care  
Attention: HMIS Grievance  
1950 S. Sunwest Lane, Ste 200  
San Bernardino, CA 92408

or via e-mail to [Homelessrfp@hss.sbcounty.gov](mailto:Homelessrfp@hss.sbcounty.gov) and please include "Grievance Procedure" in the subject line.

Please note that the CoC does not directly provide legal services.