



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 HMIS Lead agency in Continuum of Care (CoC) and will present your grievance to the SBC CoC Committee for resolution.

Please complete the HMIS Grievance Form and send it to the following address:

San Bernardino County Office of Homeless Services  
Attention: HMIS - Grievance  
560 E. Hospitality Lane Ave  
San Bernardino, CA 92408

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

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

Leonard X. Hernandez  
Chief Executive Officer

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