



## Client Grievance Policy

A grievance is a complaint about any act that negatively affects services provided to a client. Any questions or concerns about services should first be discussed with the program staff person(s) involved in the incident being grieved. If discussions with the program staff do not resolve the issue, the client may take the following steps to file a formal complaint.

**Step 1:** If a client is unable to resolve a situation with the program staff person(s) involved in the incident being grieved, the client can register a complaint with the Director of Programs within five (5) days of the incident.

Complaints may be submitted in writing (electronically or on paper) or verbally. Clients may request assistance from staff or a 3rd party to help present the grievance. Interpretation will be provided if needed.

The client must continue to adhere to program rules and guidelines while the complaint is being investigated. Program services will continue to be provided during the investigation. Exceptions may be made in the event of a safety issue for staff or clients. Staff are forbidden from retaliating against a client who has filed a complaint.

**Step 2:** The Director of Programs will investigate the grievance and will provide a written decision to the client within ten (10) days. Written decisions will be provided in the client's primary language. Clients will also have the opportunity to discuss the decision by phone or in person.

Information about the grievance will only be shared with the involved staff members. Client grievances and related information are stored in a confidential file, accessible only to the Executive Director and the Director of Programs.

Clients may request that a support person, advocate, or attorney be present for the discussion/investigation of the complaint.

**Step 3:** If Step 2 fails to resolve the grievance, the client may request, in writing or verbally, within five (5) days of receipt of the Director of Program's decision, a hearing with all parties before the Executive Director (or his/her designee). The Executive Director will hear and review all evidence presented by the client, the Director of Programs, and involved staff members, and will make a decision, in writing, within ten (10) working days after the hearing. The decision will be provided in the client's primary language, and the client will be offered the opportunity to discuss the decision via phone or in-person. This decision will be final and binding.

\_\_\_\_\_  
Client's Printed Name

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date